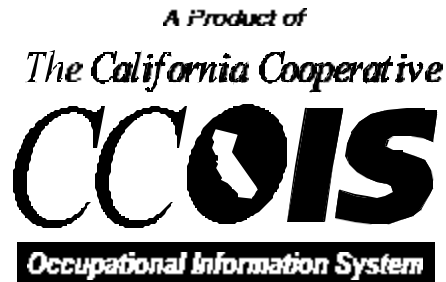


# Imperial County **Occupational Outlook** 2001



*A Product of the California Cooperative Occupational Information System, sponsored by:*

Imperial County Workforce Investment Board  
The State of California Employment Development Department,  
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# INTRODUCTION

Welcome to the 2001 Occupational Outlook Report for Imperial County.

This publication is a product of a cooperative partnership between the Imperial County Workforce Investment Board (ICWIB) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS). ICWIB began its partnership with CCOIS in 1996. CCOIS has been producing reports for other counties of California since 1986. Thirty-eight agencies statewide produce Occupational Outlook Reports. Together, the reports represent 58 counties and all of California's labor force. No other source of occupational information offers the current local labor market focus that is found in this, and other, Occupational Outlook Reports.

The goal of this publication is to improve the match between the labor needs of local employers and the skills presented by job seekers providing current occupational information. This report will help job seekers, employers, policy makers, legislators, training staff, students, educators, counselors, and administrators and others who prepare people for, and help them obtain work.

This year's report is comprehensive as it includes 45 occupations surveyed in the Imperial County in 2001, 2000, and 1999. The occupations were selected for study based upon a variety of criteria, including the advice of local training providers, educators, and economic development professionals. The data was collected from employers between July and October of this year. Different occupations are selected for study each year. The research methods and questionnaire used to collect this data are designed to ensure accurate and unbiased results.

## **Labor Market Information Division Project Staff**

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## **Web Site for Additional CCOIS Information for This or Other Counties ...**

Internet address: <http://www.calmis.ca.gov./htmlfile/ccois/intro.htm>

## **Your Opinion Counts...**

As a reader of this report, your participation in completing the survey located at the end of this publication is appreciated. Your response will help us to ensure this publication continues to meet your needs. Thank you.

# REPORT USAGE

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

## **Career Decisions**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages and benefits, labor demand, and sources of employment and training.

## **Program Planning**

This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

## **Curriculum Design**

Training providers can assess and update their curricula based on current employers' needs and projected trends, as indicated in this report.

## **Economic Development**

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

## **Program Marketing**

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

## **Human Resource Management**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

# PROGRAM METHODS

The Occupational Outlook Report is the product of a combined effort between the Imperial County Workforce Investment Board (ICWIB) and the California Cooperative Occupational Information System (CCOIS). ICWIB and CCOIS each have specific roles to make this publication possible. CCOIS provides the technical support and the ICWIB gathers, analyzes, and disseminates the information to the community. This section will describe the processes used in the project.

## Occupation Selection

Occupations and their definitions were selected from the Occupational Employment System (OES).

The ICWIB staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Imperial County
- Indications that an occupation is "in demand" by either employers or job seekers
- Input from local training providers, employers, and economic development agencies

An initial meeting was held with representatives from community-based organizations, training providers, local businesses, and economic development agencies. The preliminary list of occupations was reviewed and discussed, and the attendees provided input for the final selection.

The Workforce Investment Board staff met with advisory committee volunteers representing community-based organizations, training providers, local businesses, and economic development agencies to discuss input from the initial community meeting as well as additional sources. Selection of the 15 occupations surveyed was made after reviewing information from the dissemination meeting, occupational forecasting tables, and local area factors.

## Survey Sample Selection

After the occupations were selected and defined, an employer sample was generated for each occupation. Sacramento Labor Market Information Division (LMID) staff, using detailed databases of employer information and occupation staffing patterns within industries, chose a representative sample of employers for each of the occupations. The sample was carefully reviewed by the ICWIB LMID Technician and employers were added to and deleted from each occupation. A minimum goal of 15 responding employers for each occupation is desired. When the universe of employers decreases, the number of required responses decreases.

## Questionnaire Development

The CCOIS two page standardized questionnaire, along with a locally designed third page, was used for this sixth annual Occupational Outlook Report for Imperial County.

## Survey Procedures

ICWIB used the following survey procedures:

The ICWIB LMID Technician utilized the employer sample to obtain telephone numbers for employers. Local directories and other resources were used to refine this listing to produce a successful surveying effort. Employers were eliminated from the list that were no longer in business or had no local address.

Each employer was called to verify company name, address, the existence of the occupation at the company, and the name of a contact person. A description of the survey was given and participation was solicited. Employers were eliminated from the list if they did not employ an occupation (or occupations) for which they were listed in the sample or if it was determined they were self-employed or only employed family members. Employers refusing to respond were noted.

Cover letters and questionnaires were mailed or faxed to employers listed on the refined employer sample. However, the majority of surveys were conducted in person. Employers not responding to the correspondence were contacted by phone to encourage them to return their questionnaire and were given the opportunity to complete their questionnaire by telephone or to return via fax.

Completed questionnaires were reviewed by the ICWIB LMID Technician and the Sacramento Site Analyst to monitor accuracy and completeness. Employers were contacted to clarify inconsistencies and to complete partial responses.

If a sufficient number of responses could not be obtained from the final sample, additional employers from other sources were contacted.

## Tabulation and Results

ICWIB LMID Technician entered survey responses into a database and tabulations were produced. The data was analyzed, reviewed, and the final report was written. The final product is the Occupation Outlook Report which provides occupational summaries and training information for each occupation. Each occupational summary provides information on training and hiring requirements, size of the occupation, employment trends, supply and demand assessment, wages and benefits, and other information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

## DEFINITIONS AND TERMINOLOGY

Each *occupational summary* follows the same format. This format is intended to show statistical information from many tables of statistical data in a user friendly manner to indicate highlights of the survey data for each occupation.

### Commonly Used Terms

When reference is made to “almost all, most, many, some, or few”, the following guidelines apply:

All	=	100%	
Almost All	=	80% up to but not including 100%	Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).
Most	=	60% up to but not including 80%	
Many	=	40% up to but not including 60%	
Some	=	20% up to but not including 40%	
Few	=	Less than 20%	

### OES Title, OES Code, and Definition

The titles and definitions used for the Occupational Summaries are from the *Occupational Employment Statistics Dictionary (OES Dictionary)*, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit code number.

### Size Of Occupation and Gender

*Occupation Size:* Unless otherwise indicated, is an estimated range of the number of workers in the occupation. The scale used to measure occupation size in Imperial County is:

Small	=	Less than 56
Medium	=	56 - 110
Large	=	111 - 240
Very Large	=	241 - and Above

*Gender:* Indicates the percentage of employees surveyed that are male and female. If there is less than 25% of one gender in an occupation, this may indicate a non-traditional occupation for that gender.

### Projections - Occupational Forecast: 1997-2004

Unless otherwise indicated, the *Projected Job Growth Rate* is based on Projected and Planning information as compiled by the Labor Market Information Division of the Employment Development Department. For this time period, the average forecasted growth rate for all occupations combined was 18.0% for Imperial County. The individual occupation forecasted growth rate is indicated by percentage with one of the following terms:

Much Faster than Average	=	1.5 times average or more
Faster than Average	=	1.1 to but not including 1.5 times average
Average	=	.9 to but not including 1.1 times average
Slower than Average	=	less than .9 but greater than 0

This Projections section also provides employment trends in the occupation. It indicates whether employment in occupation declined, remained stable, or grew in the last year, and whether in the next two years, occupation will decline, remain stable, or grow.

### Supply and Demand

The terms presented under this section, refer to the relative difficulty employers experience in locating qualified applicants for entry level and experienced positions in the occupation. The following terms are used to describe the local supply and demand situation:

*Very Difficult* - Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

*Moderately Difficult* - Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

*Not Difficult* - Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

*Recruitment Methods:* This table displays the three most successful methods employers used when recruiting.



## Where the Jobs Are

This section provides a listing of the major employing industries in Imperial County. It is based on the Forecast Tables as compiled by the State of California. The top five key industries are listed whenever sufficient data is available.

## Wages and Benefits

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages rounded to the nearest cent are still considered representative. All CCOIS wages (including the low, median, and high) are those reported as having been paid by the employers in the survey and are not to be interpreted as wages earned by employees. When union employment is reported the wages table separately designates union wages. The following terms are used:

- *New hire, no experience:* Wages paid to persons trained but without paid experience in the occupation.
- *New hire, experienced:* Wages paid to journey-level or experienced persons just starting at the firm.
- *3+ yrs experience with the firm:* Wages generally paid to persons with more than three years of experience.

*Benefits:* The table indicates benefits offered to full-time and part-time employees.

## Employer Requirements

*Education Firms Require:* While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

*Experience/Training:* This section of the report describes the relative importance of training, education, and work background including skills, licenses, and other qualifications for finding a job.

*Basic Skills:* This table provides the degree of importance (Very Important, Important, Important) as ranked by employers for each of the listed basic skills.

*Computer skills:* This section provides computer software skills sought by employers for the occupation, with focus on Word Processing, Spreadsheets, Databases, Desktop publishing and other software skills desired by employers.

*Firms Responding/Jobs Represented:* Firms Responding indicates the total number of employers answering the "core required" questions of the survey (see Sample CCOIS Employer Questionnaire at the end of this report). Required responses are on questions 2, 4, 6, 7, 8, 9, 11, 12, & 14. These questions are essential to providing the information most requested by the Occupational Outlook Report users. Employer responses comprising the data elements of the sections on "Benefits" and "Supply & Demand Assessment" may be less than the total number of firms responding.

*Jobs Represented:* Indicates the total number of employees in the occupation employed by the responding employers at the time of the survey.

*Increasingly Important Skills Reported:* Provides the new skills needed to perform the duties of the occupation.

*Skills/Qualifications in Short Supply:* With focus on most recent hires, listed are qualifications/skills employees lack as reported by employers.

## Other Information

*Promotional Opportunities, and Skills Important to Career Advancement* provide positions responding employers promote to, as well as the skills these employers consider key to career advancement.

*Union Employment:* Indicates the percentage of firms that are union, as well as the percentage of employees that are union, and non-union employees.

*Employment Type/Hours:* Indicates whether employees are full-time, temporary/on call, or seasonal and the average hours worked by persons in these employment types.

*Vacancies:* Provides four reasons why job vacancies were filled within the last 12 months preceding survey.

*Employers Methods to Screen Applicants:* Indicates screening methods employers use when hiring.

## Local Training Provided

Each Occupational Summary refers to the Training Provider Appendix to locate local training providers with programs leading to employment in the occupation.

## **OCCUPATIONS SURVEYED IN 2001**

## **YEAR 2001 OCCUPATIONS**

1. Cashiers
2. Counter and Rental Clerks
3. Electricians
4. General Managers and Top Executives
5. Guards and Watch Guards
6. Home Health Aides
7. Pharmacy Technicians
8. Plumbers and Pipefitters, Steamfitters
9. Registered Nurses
10. Sales Representatives – Except Scientific and Related Products and Services and Retail
11. Stock Clerks – Stockroom Warehouse
12. Teachers – Elementary School
13. Telephone, Cable TV Line Installers and Repairers
14. Tellers
15. Water and Liquid Waste Treatment Plant and System Operators

# CASHIERS

OES CODE: 490230

**Alternative Title: Front-end Assistant Cashier,  
Lead Cashier, and Photo Lab Cashier.**

## DEFINITION

Cashiers receive and distribute cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

## SIZE OF OCCUPATION

*Occupation Size:* Very Large

*Gender by Percentage of Employees Represented:*

Male 27% Female 73%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 14.9%

*Growth:* Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Insufficient Data.

*Inexperienced:* Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

## Recruitment Methods

In-house Promotion or Transfer	47%
Employee Referrals	60%
Newspaper Ads	20%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

## WHERE THE JOBS ARE

Grocery Stores  
Eating and Drinking Places  
Gasoline Service Stations  
Department Stores

## WAGES AND BENEFITS

### Non-union and Union\*

	Range	Median
New hire, no experience	\$ 6.25 - \$ 9.00	\$ 6.25
New hire, experienced	\$ 6.25 - \$ 7.25	\$ 6.75
3+ yrs experience w/firm	\$ 7.50 - \$ 12.00	\$ 8.50

\* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Employer Pays All	
	Full Time	Part Time
Medical Insurance	7%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	40%	0%
Sick Leave	53%	7%
Vacation	40%	7%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

## EMPLOYER REQUIREMENTS

## Minimum Level of Education Firms Require

Less than high school	27%
High school or equivalent	73%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	27%	73%

Training can substitute for experience: 100% 0% N/A

Employers prefer applicants with 6 - 18 months experience.

Employers prefer applicants with 2 - 6 months training.

## Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	7%	46%	47%
Record keeping	20%	60%	20%
Working independently	80%	13%	7%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	7%	13%	80%
Compute %/discounts/statistics	33%	54%	13%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	67%	33%	0%
Read/comprehend info in Spanish	20%	33%	47%
Write effectively in English	80%	13%	7%
Write effectively in Spanish	0%	33%	67%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	80%	13%	7%

\* Percentage based on employers responding to this question

## Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: cash register	100%

15 Firms Responding  
215 Jobs Represented

## Increasingly Important Skills Reported

Work quickly and efficiently. Ability to encourage other purchases. Stand for long periods of time. Pleasant, polite and courteous to customers.

## Skills/Qualifications in Short Supply

Verbal English skills. Interpersonal skills. Provide good service to customer. Ability to suggest other purchases to customers.

## OTHER INFORMATION

## Promotional Opportunities

Almost all firms (80%) reported promoting to other positions when available: Bookkeeper, Lead Cashier, Salesperson, stock clerk; Administrative, Supervisory, or Management positions; Regional, Store, or Department Manager; promote to full-time from part-time.

## Skills Important for Career Advancement

Computer use. Cash and check handling skills; count change back to customer. Ability to operate adding machine/cash register. Ability to convert US/Mexican currency. Courtesy to customer. Speed and accuracy.

## Union Employment

Firms:	7%
Employees:	2%

## Employment Type/Hours

Many employees work full-time, averaging 40 hours per week. Many employees work part-time, averaging 27 hours per week.

## Vacancies Filled within the Last 12 Months

resulted from:

Promotions	22%
Employees Leaving	73%
New Positions	2%
Temporary	3%

## Employer Screening Methods

Drug Testing	47%	Medical/Physical	13%
Aptitude Testing	7%	Police/Background	20%
DMV Printout	20%	Reference check	93%
Other: Test assessing logic. T.B Test and health card			27%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# COUNTER AND RENTAL CLERKS

OES CODE: 490170

Alternative Title: Customer Service Representative,  
and Yard Rental Clerk

## DEFINITION

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

## SIZE OF OCCUPATION

Occupation Size: Large

Gender by Percentage of Employees Represented:

Male 51% Female 49%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 16.7%

Growth: Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, all employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists

**Inexperienced:** Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

## Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	93%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	67%

## WHERE THE JOBS ARE

Video Tape Rental  
Laundry, Cleaning, & Garment Service  
Automotive Rentals, No Drivers  
Misc. Amusement, Recreation Service  
Department Stores  
Misc. Equipment Rental and Leasing

## WAGES AND BENEFITS

### Non-union and Union\*

	Range	Median
New hire, no experience	\$ 6.25 - \$ 7.50	\$ 6.25
New hire, experienced	\$ 6.25 - \$ 9.00	\$ 6.50
3+ yrs experience w/firm	\$ 7.40 - \$ 12.25	\$ 8.70

\* All employers reported non-union wages only.

\* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

### Employer Pays All

	Full Time	Part Time
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	27%	0%
Sick Leave	33%	0%
Vacation	33%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# COUNTER AND RENTAL CLERKS

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	33%
High school or equivalent	67%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	7%	67%	27%
Training can substitute for experience:	60%	40%	N/A

Employers prefer applicants with 8 - 24 months experience.

Employers prefer applicants with 1 - 6 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	0%	33%	67%
Record keeping	13%	80%	7%
Working independently	47%	40%	13%
Working under pressure	20%	47%	33%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	60%	40%	0%
Compute decimals/fractions	0%	13%	87%
Compute %/discounts/statistics	7%	20%	73%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	53%	27%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	73%	27%	0%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	25%
Database	0%
Desktop Publishing	0%
Other: computerized cash register.	88%

## 15 Firms Responding 72 Jobs Represented

### Increasingly Important Skills Reported

Sales skills. Ability to make recommendations to customers based on knowledge of products. Outgoing, self-confident, and self-motivated. Get along well with, and communicate well with co-workers. Quality service to customers.

### Skills/Qualifications in Short Supply

Interpersonal skills. Basic computer skills. Cash handling skills.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (53%) reported promoting to other positions when available: Store or Department Manager; Shift or Yard Supervisor.

### Skills Important for Career Advancement

Ability to use computer and cash register machine. Good communication with customers. Know and promote company products and services. Ability to return change by counting back. Good telephone voice.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Some employees work full-time, averaging 40 hours per week. Most employees work part-time, averaging 22 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	88%
New Positions	13%
Temporary	0%

### Employer Screening Methods

Drug Testing	13%	Medical/Physical	0%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	27%	Reference check	93%
Other:			0%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# ELECTRICIANS

**OES CODE: 872020**

**Alternative Title: Apprentice, Electrician Helper, Master Electrician, Supervisor, and Technician I, II or III.**

## Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	60%
Newspaper Ads	47%
Private Employment Agencies	7%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	87%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%
Other: (union office)	33%

## DEFINITION

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Include Protective Signal Installers and Repairers and Street Light Servicers.

## SIZE OF OCCUPATION

*Occupation Size:* Medium

*Gender by Percentage of Employees Represented:*

Male 100% Female 0%

## WHERE THE JOBS ARE

Electrical Work

Local Government, Except Hospital and Education  
State Government, Except Hospital and Education

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 10.0%

*Growth:* Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

## WAGES AND BENEFITS

### Non-union

	Range	Median
New hire, no experience	\$ 7.00 - \$ 13.50	\$ 8.00
New hire, experienced	\$ 9.00 - \$ 18.58	\$15.00
3+ yrs experience w/firm	\$15.00 - \$ 20.28	\$16.78

### Union

	Range	Median
New hire, no experience	----- Insufficient Data -----	-----
New hire, experienced	\$15.00 - \$ 25.00	\$ 18.44
3+ yrs experience w/firm	\$17.00 - \$ 26.00	\$ 20.20

\* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

### Benefits\*

	Employer Pays All	Share Cost
Medical Insurance	33%	33%
Dental Insurance	27%	40%
Vision Insurance	27%	40%
Life Insurance	60%	7%
Sick Leave	60%	7%
Vacation	60%	7%
Retirement Plan	13%	27%
Child Care	0%	0%
Other	0%	13%

\* Percentage is based on number of employers offering benefits and responding to this question.



## EMPLOYER REQUIREMENTS

## Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	73%
A. A. degree	27%
Bachelor degree	0%
Graduate	0%

## Training and Experience

	YES	NO	PREFERRED
Work experience required:	53%	0%	47%

Training can substitute for experience:	40%	60%	N/A
---	-----	-----	-----

Employers prefer applicants with 6 - 48 months experience.

Employers prefer applicants with 6 - 24 months training.

## Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	67%	33%	0%
Record keeping	13%	87%	0%
Working independently	100%	0%	0%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	93%	7%	0%
Compute %/discounts/statistics	7%	27%	66%
Geometry/Algebra/Advanced Math	12%	54%	34%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	7%	93%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	40%	60%

\* Percentage based on employers responding to this question

## Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: software for inventory and ordering of supplies.	100%

15 Firms Responding  
94 Jobs Represented

## Increasingly Important Skills Reported

Have own tools. Ability to read blueprints, mechanical drawings, and electrical building codes. Basic math skills. Communicate effectively and constructively with colleagues. Safety; exercise good judgment.

## Skills/Qualifications in Short Supply

Knowledge of current or emerging changes in the communication technology field. Continued education.

## OTHER INFORMATION

## Promotional Opportunities

Many firms (53%) reported promoting to other positions when available: Master Electrician, Foreman, Electrician II or III, Journey Level Electrician; Supervisory positions.

## Skills Important for Career Advancement

Ability to read blue prints. Know electrical codes. Use of various volt meters and other tools/instruments. Mechanical aptitude; ability to install electrical equipment. Math skills; ability to provide cost estimates. Communication skills.

## Union Employment

Firms:	20%
Employees:	23%

## Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. Few employees work part-time, averaging 28 hours per week.

## Vacancies Filled within the Last 12 Months resulted from:

Promotions	16%
Employees Leaving	58%
New Positions	26%
Temporary	0%

## Employer Screening Methods

Drug Testing	60%	Medical/Physical	20%
Aptitude Testing	0%	Police/Background	7%
DMV Printout	93%	Reference check	100%
Other: Verify training Certificates			13%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# GENERAL MANAGERS AND TOP EXECUTIVES

OES CODE: 190050

**Alternative Title:** Assistant Vice-President, Associate Superintendent, Chief Executive Officer, Manager, Owner, President, Superintendent, and Vice-President.

## DEFINITION

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through department or subordinate executives. Does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

## SIZE OF OCCUPATION

*Occupation Size:* Very Large

*Gender by Percentage of Employees Represented:*  
Male 50% Female 50%

## PROJECTIONS

**Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 10.3%

*Growth:* Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## Recruitment Methods

In-house Promotion or Transfer	31%
Employee Referrals	50%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept.	19%
School, Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	88%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%
Other: (word of mouth)	19%

## WHERE THE JOBS ARE

Local Government, Except Hospitals and Education  
Elementary and Secondary Schools  
Auto and Home Supply Stores  
State Government, Except Hospitals and Education  
Grocery Stores

## WAGES AND BENEFITS

### Non-union and Union\*

	Range	Median
New hire, no experience	\$ 8.15 - \$ 17.05	\$ 10.23
New hire, experienced	\$ 8.63 - \$ 23.01	\$ 12.40
3+ yrs experience w/firm	\$ 10.55 - \$ 23.97	\$ 15.75

\* All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	31%	50%
Dental Insurance	25%	56%
Vision Insurance	25%	56%
Life Insurance	81%	6%
Sick Leave	81%	13%
Vacation	94%	0%
Retirement Plan	19%	25%
Child Care	0%	6%
Other	13%	13%

\* Percentage is based on number of employers offering benefits and responding to this question.

# GENERAL MANAGERS AND TOP EXECUTIVES

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	25%
A. A. degree	69%
Bachelor degree	0%
Graduate	6%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	38%	0%	63%
Training can substitute for experience:	0%	100%	N/A

Employers prefer applicants with 12 - 60 months experience.

Employers do not accept training as a substitute for work.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	88%	6%	6%
Record keeping	56%	44%	0%
Working independently	100%	0%	0%
Working under pressure	75%	25%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	69%	12%	12%
Compute %/discounts/statistics	69%	19%	12%
Geometry/Algebra/Advanced Math	19%	62%	19%
Read/comprehend info in English	94%	6%	0%
Read/comprehend info in Spanish	6%	19%	75%
Write effectively in English	94%	6%	0%
Write effectively in Spanish	0%	37%	63%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	12%	63%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	80%
Spreadsheet	87%
Database	13%
Desktop Publishing	33%
Other: PeachTree	27%

**16 Firms Responding**  
**60 Jobs Represented**

### Increasingly Important Skills Reported

Ability to plan, prioritize and set objectives. Excellent writing and speaking abilities. Budgeting skills. Computer skills. Excellent problem solving skills; ability to work well under pressure. Good interpersonal skills. Knowledge of product lines.

### Skills/Qualifications in Short Supply

Presentation skills. Communication skills. Computer skills. Ability to use broader range of computer software.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (56%) reported promoting to other positions when available: District Manager, Regional Manager, Store Manager, Accounts Manager; Certified Administrative Positions.

### Skills Important for Career Advancement

Analytical and communication skills. Supervisory and team building skills. Ability to plan and accomplish priorities. Competent in math.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

All employees work full-time, averaging 45 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	80%
New Positions	20%
Temporary	0%

### Employer Screening Methods

Drug Testing	12%	Medical/Physical	0%
Aptitude Testing	6%	Police/Background	37%
DMV Printout	19%	Reference check	88%
Other: Verify training/education.			6%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# GUARDS AND WATCH GUARDS

OES CODE: 630470

**Alternative Title:** Campus Security, Campus Proctor, Inventory Loss Prevention, Officer, Post Supervisor, Property Security, Security Patrol, and Whole Area Supervisor.

## DEFINITION

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

## SIZE OF OCCUPATION

*Occupation Size:* Medium

*Gender by Percentage of Employees Represented:*

Male 81% Female 19%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 14.3%

*Growth:* Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is not difficult to find qualified applicants.

*Inexperienced:* Employers report it is not difficult to find qualified applicants.

## Recruitment Methods

In-house Promotion or Transfer	31%
Employee Referrals	54%
Newspaper Ads	54%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	23%
Union Hall Referrals	0%
Walk-in Applicants	92%
Trade Journals	0%
Internet	0%
Colleges/Universities	15%
Other: (word of mouth)	31%

## WHERE THE JOBS ARE

Miscellaneous Business Services  
Department Stores  
Misc. Amusement, Recreation Service  
Real Estate Agents and Managers

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 6.25 - \$ 8.75	\$ 7.00
New hire, experienced	\$ 6.25 - \$ 9.25	\$ 8.00
3+ yrs experience w/firm	\$ 7.50 - \$13.00	\$10.19

\* One employer reported paying bonuses.

\* All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	38%	15%
Dental Insurance	31%	23%
Vision Insurance	31%	23%
Life Insurance	54%	0%
Sick Leave	54%	0%
Vacation	54%	0%
Retirement Plan	0%	23%
Child Care	0%	0%
Other	0%	8%

\* Percentage is based on number of employers offering benefits and responding to this question.

# GUARDS AND WATCH GUARDS

## EMPLOYER REQUIREMENTS

### Minimum level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	8%	38%	54%

Training can substitute for experience:	88%	13%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 1-12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	38%	62%	0%
Record keeping	38%	54%	8%
Working independently	77%	23%	0%
Working under pressure	8%	77%	15%
Add/subtract 2+ digit numbers	70%	30%	0%
Multiply/divide	0%	62%	38%
Compute decimals/fractions	0%	0%	100%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	92%	8%	0%
Read/comprehend info in Spanish	15%	46%	39%
Write effectively in English	92%	0%	8%
Write effectively in Spanish	0%	15%	85%
Orally communicate in English	92%	8%	0%
Orally communicate in Spanish	61%	31%	8%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

### Licensing Requirements

Employers require Security Guard Registration for security guards and in-house guards who carry weapons. Examination information is available from employers or the Bureau of Security and Investigative Services-licensed schools.

## 13 Firms Responding 227 Jobs Represented

### Increasingly Important Skills Reported

Communicate effectively with others. Bilingual English and Spanish skills. Ability to stop problems from escalating. Self control; make good decisions while under duress. Punctual, very dependable and committed to duties. Good physical health.

### Skills/Qualifications in Short Supply

Writing and verbal English language skills. Willingness to continue training.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (54%) reported promoting to other positions when available: Supervisory or Management Positions; unit Manager; promotion to other departments.

### Skills Important for Career Advancement

Report writing skills and effective communication with others. Excellent observation skills. Good logic and reasoning skills; ability to make good decisions under difficult situations. Make public safety a priority.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 27 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	18%
Employees Leaving	65%
New Positions	18%
Temporary	0%

### Employer Screening Methods

Drug Testing	85%	Medical/Physical	15%
Aptitude Testing	0%	Police/Background	85%
DMV Printout	69%	Reference check	100%
Other: T.B. Test and Dept. of Justice Finger prints			38%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

## HOME HEALTH AIDES

**OES CODE: 660110****Alternative Title: Care Givers and Certified Home Health Aides.****Recruitment Methods**

In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	50%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	50%
Other:	0%

**DEFINITION**

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse.

**SIZE OF OCCUPATION**

*Occupation Size:* Large

*Gender by Percentage of Employees Represented:*

Male 11% Female 89%

**WHERE THE JOBS ARE**

Residential Care  
Home Health Care Services  
Nursing and Personal Care Facilities

**PROJECTIONS****Occupational Forecast: 1997-2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 20.0%

*Growth:* Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to grow.

**WAGES AND BENEFITS**

Non-union and Union	Range	Median
New hire, no experience	\$ 6.25 - \$ 7.50	\$ 7.00
New hire, experienced	\$ 7.00 - \$ 8.55	\$ 8.00
3+ yrs experience w/firm	\$ 9.00 - \$11.15	\$ 9.25

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

**Benefits\*****Full Time**

	Employer Pays All	Share Cost
Medical Insurance	33%	33%
Dental Insurance	33%	33%
Vision Insurance	17%	50%
Life Insurance	50%	0%
Sick Leave	67%	0%
Vacation	67%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

**SUPPLY AND DEMAND****How Difficult is it to Find Applicants?**

*Experienced:* Insufficient Data.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

# HOME HEALTH AIDES

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	83%
A. A. degree	17%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	0%	100%
Training can substitute for experience:	100%	0%	N/A

Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 8 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	67%	33%	0%
Record keeping	100%	0%	0%
Working independently	100%	0%	0%
Working under pressure	17%	83%	0%
Add/subtract 2+ digit numbers	83%	17%	0%
Multiply/divide	50%	50%	0%
Compute decimals/fractions	17%	33%	50%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	67%	33%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	50%	50%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	100%	0%	0%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

### Licensing Requirements

Requires possession of a Home Health Aide (HHA) Certificate.

## 6 Firms Responding 79 Jobs Represented

### Increasingly Important Skills Reported

Excellent problem-solving skills. Able to lift up to 10 pounds. Adherence to work safety procedures. Check home environment of patients for safety issues. Punctual and dependable. Respectful of patients' home.

### Skills/Qualifications in Short Supply

Communication skills. Reliable transportation. Willingness to work on weekends.

## OTHER INFORMATION

### Promotional Opportunities

Almost all firms (83%) reported promoting to other positions when available: LVN, RN or CNA. Acting Supervisor.

### Skills Important for Career Advancement

Quality care to patients; able to interact with variety of patients. Aware of patients' abilities, limitations and declining health. Good interpersonal skills.

### Union Employment

Firms:	17%
Employees:	5%

### Employment Type/Hours

Most employees work full time, averaging 40 hours per week. Some employees work part- time, averaging 23 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	10%
Employees Leaving	62%
New Positions	29%
Temporary	0%

### Employer Screening Methods

Drug Testing	33%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	67%
DMV Printout	100%	Reference check	100%
Other: Hepatitis B and T.B. vaccine.			100%
Finger print check			

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# PHARMACY TECHNICIANS

OES CODE: 325180

Alternative Title: Pharmacy Technician I & II, Pharmacy Technician Supervisor.

## Recruitment Methods

## DEFINITION

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

In-house Promotion or Transfer	11%
Employee Referrals	44%
Newspaper Ads	44%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	44%
Union Hall Referrals	11%
Walk-in Applicants	44%
Trade Journals	0%
Internet	44%
Colleges/Universities	44%
Other (word of mouth)	11%

## SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented

Male 16% Female 84%

## WHERE THE JOBS ARE

Drug Stores and Proprietary Stores

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## WAGES AND BENEFITS

### Non-union and Union

	Range	Median
New hire, no experience	\$ 6.75 - \$11.31	\$ 9.50
New hire, experienced	\$ 6.75 - \$16.67	\$ 11.96
3+ yrs experience w/firm	\$ 11.00 - \$16.67	\$ 13.00

One employer reported paying bonuses.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

**Inexperienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	33%	44%
Dental Insurance	33%	33%
Vision Insurance	33%	33%
Life Insurance	67%	11%
Sick Leave	78%	11%
Vacation	78%	11%
Retirement Plan	0%	22%
Child Care	0%	11%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



# PHARMACY TECHNICIANS

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	33%
A. A. degree	67%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	33%	11%	56%

Training can substitute for experience:	50%	50%	N/A
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Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 6 - 36 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	78%	22%	0%
Record keeping	89%	11%	0%
Working independently	78%	22%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	89%	11%	0%
Multiply/divide	89%	0%	11%
Compute decimals/fractions	78%	0%	22%
Compute %/discounts/statistics	0%	56%	44%
Geometry/Algebra/Advanced Math	0%	22%	78%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	22%	45%	33%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	44%	44%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	44%	56%	0%

\* Percentage based on employers responding to this question.

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	25%
Desktop Publishing	0%
Other: in-store pharmacy software for patient history, inventory, placing orders and billing.	75%

### Licensing Requirements

Requires registration and 1500 hours as a pharmacy clerk; one year and a minimum of 1500 hours performing duties of a pharmacy technician.

## 9 Firms Responding 31 Jobs Represented

### Increasingly Important skills Reported

Work well under pressure in a demanding fast-paced environment; work well as member of a team. Know medical billing procedures. Ability to multi-task. Provide good service to customer. Stand for long periods of time.

### Skills/Qualifications in Short Supply

Continuance of education and/or specialized trainings. English language skills.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (56%) reported promoting to other positions when available: Department Manager, Lead Pharmacist Technicians; Supervisor,

### Skills Important for Career Advancement

Knowledgeable of pharmaceutical and medical terminology. High level of attention to all transactions; critical thinking skills. Insurance billing. Communicate well with patients and hospital staff.

### Union Employment

Firms:	11%
Employees:	13%

### Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 24 hours per week, or temporary/on call, averaging 8 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	56%
New Positions	22%
Temporary	22%

### Employer Screening Methods

Drug Testing	89%	Medical/Physical	11%
Aptitude Testing	0%	Police/Background	33%
DMV Printout	22%	Reference check	100%
Other: Background & criminal investigation.			78%
Verify education.			

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

OES CODE: 875020

**Alternative Title: New Construction Plumbers, Master Plumbers, and Service Technicians.**

## Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	67%
Newspaper Ads	67%
Private Employment Agencies	0%
Employment Development Dept.	33%
School, Program Referrals	0%
Union Hall Referrals	11%
Walk-in Applicants	89%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	33%

## DEFINITION

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

## SIZE OF OCCUPATION

*Occupation Size:* Large

*Gender by Percentage of Employees Represented:*

Male 100% Female 0%

## WHERE THE JOBS ARE

Plumbing, Heating, Air-Conditioning  
Local Government, Except Hospitals and Education

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 20%

*Growth:* Faster Than Average.

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

## WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 6.75 - \$ 12.00	\$ 7.50
New hire, experienced	\$ 6.90 - \$ 18.26	\$ 12.00
3+ yrs experience w/firm	\$ 10.00 - \$ 22.00	\$ 17.00

One employer reported paying bonuses.

All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

### How Difficult is it to Find Qualified Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

### Benefits\*

#### Full Time

	Employer Pays All	Share Cost
Medical Insurance	33%	44%
Dental Insurance	22%	44%
Vision Insurance	22%	44%
Life Insurance	89%	0%
Sick Leave	89%	0%
Vacation	89%	0%
Retirement Plan	11%	11%
Child Care	0%	0%
Other	0%	0%

# PLUMBERS, PIPEFITTERS, AND STEAMFITTERS

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	22%	11%	67%
Training can substitute for experience:	87%	13%	N/A

Employers prefer applicants with 3 - 60 months experience.

Employers prefer applicants with 6 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	22%	67%	11%
Record keeping	11%	89%	0%
Working independently	100%	0%	0%
Working under pressure	44%	56%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	11%	11%	78%
Geometry/Algebra/Advanced Math	0%	44%	56%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	11%	11%	78%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	22%	45%	33%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other: Software used for ordering supplies and inventory purposes.	100%

## 9 Firms Responding 32 Jobs Represented

### Increasingly Important Skills Reported

Soldering and welding skills. Ability to read blue prints. Knowledge of plumbing tools and equipment. Ability to complete plumbing job.

### Skills/Qualifications in Short Supply

Math skills. Ability to read blue prints. Problem solving skills. Knowledgeable of latest plumbing supplies and equipment. Communication skills between co-workers. Good work ethics.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (44%) reported promoting to other positions when available: Foreman or Supervisor.

### Skills important for Career Advancement

Good work ethics. Professionalism. Ability to read blue prints; some knowledge of building codes. Mechanical aptitude. Pipefitting, soldering and welding skills. Knowledgeable of and proper use of tools.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Almost all employees work full-time, averaging 46 hours per week. A few employees work part-time, averaging 20 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	6%
Employees Leaving	63%
New Positions	31%
Temporary	0%

### Employer Screening Methods

Drug Testing	44%	Medical/Physical	11%
Aptitude Testing	0%	Police/Background	11%
DMV Printout	78%	Reference check	89%
Other:			0%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# REGISTERED NURSES

**OES CODE: 325020**

**Alternative Title: Clinic Manager, and Registered Nurse Supervisor.**

## Recruitment Methods

In-house Promotion or Transfer	20%
Employee Referrals	7%
Newspaper Ads	87%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	80%
Other: (word of mouth)	7%

## DEFINITION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

## SIZE OF OCCUPATION

*Occupation Size:* Very Large

*Gender by Percentage of Employees Represented:*

Male 13% Female 87%

## WHERE THE JOBS ARE

Hospitals  
Home Health Care Services  
Nursing and Personal Care Facilities

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 9.6%

*Growth:* Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years many employers reported expecting demand to grow.

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 14.00 - \$19.31	\$ 15.00
New hire, experienced	\$ 12.00 - \$20.28	\$ 17.00
3+ yrs experience w/firm	\$ 14.00 - \$22.42	\$ 19.18

A few employers reported paying other compensation such as sign-on bonuses.

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists

*Inexperienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

### Benefits\*

#### Full Time

	Employer Pays All	Share Cost
Medical Insurance	60%	20%
Dental Insurance	60%	20%
Vision Insurance	60%	20%
Life Insurance	87%	0%
Sick Leave	87%	0%
Vacation	87%	0%
Retirement Plan	0%	27%
Child Care	0%	7%
Other	0%	7%

# REGISTERED NURSES

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	0%
A. A. degree	93%
Bachelor degree	7%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	27%	7%	67%

Training can substitute for experience:	43%	57%	N/A
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Employers prefer applicants with 6 - 36 months experience.

Employers prefer applicants with 12 - 36 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	87%	13%	0%
Record keeping	100%	0%	0%
Working independently	93%	7%	0%
Working under pressure	73%	27%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	80%	20%	0%
Compute decimals/fractions	33%	40%	27%
Compute %/discounts/statistics	7%	0%	93%
Geometry/Algebra/Advanced Math	7%	0%	93%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	33%	67%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	27%	73%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	27%	67%	6%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	63%
Spreadsheet	38%
Database	13%
Desktop Publishing	0%
Other: Networked system for charting patient progress and for communicating with other departments and physicians. Navigate Internet.	25%

### Licensing Requirements

Licensing or registration is required. Applicants must successfully pass examination and complete work experience requirements.

## 15 Firms Responding 303 Jobs Represented

### Increasingly Important Skills Reported

Know how to use computer. Good communication with physicians and other departments. Thorough and accurate documentation and patient charting. Ability to work well with elderly and chronically ill patients.

### Skills/Qualifications in Short Supply

Training in neo-natal care and women's health. Ability to use spreadsheet software; report writing skills. Working experience with the elderly. Ability to reason correctly.

## OTHER INFORMATION

### Promotional Opportunities

Most firms (60%) report promoting to other positions when available: Assessment Nurse, Charge Nurse, Licensed Nurse Practitioner, Program Director, Treatment Nurse, Clinic Manager, Critical Care Nurse; Supervisory or Management positions.

### Skills Important for Career Advancement

Supervision, management and leadership skills. Continued education and training. Critical thinking skills. Patient assessment skills. Quality interaction with patients

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Most employees work full-time, averaging 37 hours per week. A few employees work part-time, averaging 21 hours per week, or temporary/on call average 12 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	7%
Employees Leaving	83%
New Positions	10%
Temporary	0%

### Employer Screening Methods

Drug Testing	47%	Medical/Physical	27%
Aptitude Testing	7%	Police/Background	33%
DMV Printout	40%	Reference check	100%
Other: Competency based test, background check, Hepatitis B and T.B. vaccines, verify nursing license.			100%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

**OES CODE: 490080**

**Alternative Title: Accounts Executive, Customer Service Representative, Outside Sales Representative, Sales Associates, and Sales Coordinator.**

**DEFINITION**

Sales Representatives, Except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

**SIZE OF OCCUPATION**

*Occupation Size:* Very Large

*Gender by percentage of employees represented:*

Male 72% Female 28%

**PROJECTIONS****Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 14.7%

*Growth:* Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

**SUPPLY AND DEMAND****How Difficult is it to Find Applicants?**

*Experienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Recruitment Methods**

In-house Promotion or Transfer	38%
Employee Referrals	56%
Newspaper Ads	69%
Private Employment Agencies	13%
Employment Development Dept.	6%
School, Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	94%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (in-store bulletin board)	19%

**WHERE THE JOBS ARE**

Misc. NonDurable Goods  
 Woman's and Misses' Outerwear  
 Beer, Wine, and Distilled Beverages  
 Motor Vehicles, Parts and Supplies  
 Groceries and Related Products

**WAGES AND BENEFITS**

Non-union and Union	Range	Median
New hire, no experience	\$ 6.25 - \$11.00	\$ 8.08
New hire, experienced	\$ 6.75 - \$12.00	\$ 8.55
3+ yrs experience w/firm	\$ 9.00 - \$15.50	\$ 12.00

\* All employers reported non-wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

**Benefits\*****Employer Pays All**

	Full Time	Part Time
Medical Insurance	19%	0%
Dental Insurance	13%	0%
Vision Insurance	13%	0%
Life Insurance	69%	0%
Sick Leave	75%	0%
Vacation	63%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

**EMPLOYER REQUIREMENTS****Minimum Level of Education Firms Require**

Less than high school	0%
High school or equivalent	88%
A. A. degree	6%
Bachelor degree	6%
Graduate	0%

**Training and Experience**

	YES	NO	PREFERRED
Work experience required:	13%	13%	75%

Training can substitute for experience:	36%	64%	N/A
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Employers prefer applicants with 12 - 24 months work experience.

Employers prefer applicants with 4 - 8 months training.

**Basic Skills \***

	Very Important	Important	Not Important
Analytical skills	6%	81%	13%
Record keeping	44%	56%	0%
Working independently	94%	6%	0%
Working under pressure	31%	69%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	94%	6%	0%
Compute decimals/fractions	19%	25%	56%
Compute %/discounts/statistics	75%	19%	6%
Geometry/Algebra/Advanced Math	0%	12%	88%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	13%	31%	56%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	31%	69%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	56%	38%	6%

\* Percentage based on employers responding to this question

**Computer Skills**

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	11%
Spreadsheet	56%
Database	22%
Desktop Publishing	0%
Other: Navigate Internet; custom to business for product search, customer database or inventory purposes.	44%

**16 Firms Responding  
134 Jobs Represented****Increasingly Important Skills Reported**

Good service to customers; know customer needs.  
Strong Sales skills and good communications skills.  
Good work ethics. A positive attitude.

**Skills/Qualifications in Short Supply**

Greater assertiveness in making sales. Provision of good service to customers. Broader knowledge of software applications. Technical aptitude for reading product information manuals. Degree in agronomy.

**OTHER INFORMATION****Promotional Opportunities**

Many firms (56%) reported promoting to other positions when available: Asset Protection, Regional Manager; Management or Supervisory Positions.

**Skills Important for Career Advancement**

Sales abilities. Customer service skills. Know product lines. Good interpersonal skills.

**Union Employment**

Firms:	0%
Employees:	0%

**Employment Type/Hours**

Most employees work full-time averaging 40 hours per week. Some employees work part-time, averaging 20 hours per week.

**Vacancies Filled within the Last 12 Months resulted from:**

Promotions	14%
Employees Leaving	81%
New Positions	5%
Temporary	0%

**Employer Screening Methods**

Drug Testing	37%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	25%
DMV Printout	69%	Reference check	100%
Other: Verify education			6%

**LOCAL TRAINING PROVIDED**

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# STOCK CLERKS - Stockroom, Warehouse, Storage Yard

**OES CODE: 580230**

**Alternative Title: Warehouse Clerk, Warehouse Personnel, Merchandise Stocker, and Freight Crew.**

## Recruitment Methods

In-house Promotion or Transfer	47%
Employee Referrals	73%
Newspaper Ads	7%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	7%
Union Hall Referrals	7%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	53%

## DEFINITION

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Please do not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

## SIZE OF OCCUPATION

*Occupation Size:* Very Large

*Gender by Percentage of employees represented:*  
Male 83% Female 17%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 13.0%  
*Growth:* Slower Than Average

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Insufficient Data.

*Inexperienced:* Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

## WHERE THE JOBS ARE

Grocery Stores  
Federal Government  
Freight Transportation Arrangement  
Machinery, Equipment, and Supplies  
Public Warehousing and Storage

## WAGES AND BENEFITS

### Non-union and Union

	Range	Median
New hire, no experience	\$ 6.25 - \$ 8.00	\$ 6.50
New hire, experienced	\$ 6.25 - \$ 8.00	\$ 6.75
3+ yrs experience w/firm	\$ 7.00 - \$11.20	\$ 8.15

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

#### Employer Pays All

	Full Time	Part Time
Medical Insurance	7%	0%
Dental Insurance	7%	0%
Vision Insurance	7%	0%
Life Insurance	53%	0%
Sick Leave	47%	0%
Vacation	40%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



# STOCK CLERKS - Stockroom, Warehouse, Storage Yard

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	47%
High school or equivalent	53%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	0%	87%	13%

Training can substitute for experience:	100%	0%	N/A
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Employers prefer applicants with 6 - 8 months experience.

Employers prefer applicants with 1 month training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	0%	6%	94%
Record keeping	93%	7%	0%
Working independently	73%	20%	7%
Working under pressure	13%	80%	7%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	73%	27%	0%
Compute decimals/fractions	0%	6%	94%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	60%	27%	13%
Read/comprehend info in Spanish	27%	13%	60%
Write effectively in English	60%	40%	0%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	87%	13%	0%
Orally communicate in Spanish	46%	27%	27%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	33%
Database	0%
Desktop Publishing	0%
Other: inventory software used for ordering products and obtaining other product information.	67%

## 15 Firms Responding 130 Jobs Represented

### Increasingly Important Skills Reported

Close observation to safety issues; handle safety cutters with care. Computer and basic math skills. Organizational and record keeping skills. Good work ethics.

### Skills/Qualifications in Short Supply

Forklift license. English language skills; writing and speaking. Basic math skills. Compliance of safety procedures.

## OTHER INFORMATION

### Promotional Opportunities

Almost all firms (80%) reported promoting to other positions when available: Administrative Assistant, Asset Protection, Cashier, Salesperson; Supervisor or Management Positions; Transfer to Business Office.

### Skills Important for Career Advancement

Basic math skills. Ability to use forklift. Follow written and verbal instructions. Dependable, punctual, and honest.

### Union Employment

Firms:	7%
Employees:	3%

### Employment Type/Hours

Most employees work full time, averaging 40 hours per week. Some employees work part-time, averaging 27 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	18%
Employees Leaving	67%
New Positions	0%
Temporary	15%

### Employer Screening Methods

Drug Testing	33%	Medical/Physical	7%
Aptitude Testing	7%	Police/Background	0%
DMV Printout	47%	Reference check	100%
Other: T.B. test and health card			13%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

## TEACHERS - Elementary School

**OES CODE: 313050****Alternative Title: Certified Elementary Teachers and Private School Teachers.****DEFINITION**

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

**SIZE OF OCCUPATION**

*Occupation Size:* Very Large

*Gender by Percentage of Employees Represented:*  
Male 20% Female 80%

**PROJECTIONS****Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 2.1%

*Growth:* Slower Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

**SUPPLY AND DEMAND****How Difficult is it to Find Applicants?**

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Recruitment Methods**

In-house Promotion or Transfer	0%
Employee Referrals	13%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept. School, Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	81%
Trade Journals	0%
Internet	25%
Colleges/Universities	50%
Other: (career fairs)	19%

**WHERE THE JOBS ARE**

Elementary and Secondary Schools

**WAGES AND BENEFITS****Non-union**

	Range	Median
New hire, no experience	\$ 6.85 - \$ 13.60	\$ 9.59
New hire, experienced	\$ 7.25 - \$ 14.12	\$10.64
3+ yrs experience w/firm	\$ 8.75 - \$ 14.67	\$11.60

**Union**

	Range	Median
New hire, no experience	\$14.00 - \$ 19.57	\$ 16.47
New hire, experienced	\$16.27 - \$ 19.84	\$ 18.01
3+ yrs experience w/firm	\$16.94 - \$ 23.55	\$ 19.32

Some employers reported paying other compensation such as stipends for educational materials, or compensation for a Masters' Degree.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

**Benefits\*****Full Time**

	Employer Pays All	Share Cost
Medical Insurance	69%	19%
Dental Insurance	69%	19%
Vision Insurance	69%	19%
Life Insurance	88%	0%
Sick Leave	94%	0%
Vacation	100%	0%
Retirement Plan	13%	69%
Child Care	13%	0%
Other	0%	19%

# TEACHERS - Elementary School

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	13%
A. A. degree	0%
Bachelor degree	87%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	6%	56%	38%
Training can substitute for experience:	29%	71%	N/A

Employers prefer applicants with 8 - 24 months experience.

Employers prefer applicants with 6 - 8 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	63%	31%	6%
Record keeping	81%	19%	0%
Working independently	81%	19%	0%
Working under pressure	75%	25%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	88%	6%	6%
Compute %/discounts/statistics	25%	50%	25%
Geometry/Algebra/Advanced Math	6%	56%	38%
Read/comprehend info in English	88%	12%	0%
Read/comprehend info in Spanish	19%	37%	44%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	19%	69%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	19%	75%	6%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	92%
Spreadsheet	54%
Database	8%
Desktop Publishing	15%
Other: Various types of children's educational software.	46%

### Licensing Requirements

Public Elementary School Teachers must possess a teaching credential and pass appropriate examinations.

## 16 Firms Responding 855 Jobs Represented

### Increasingly Important Skills Reported

Competent in reading, writing and math. Bilingual in English and Spanish. Ability to motivate students. Relate well to children. Properly discipline of children. Adjust to changing demands of profession; flexibility. Willingness to be a life-long learner. Work well with colleagues.

### Skills/Qualifications in Short Supply

Continuation of education and training. Better verbal communication skills. Teaching experience. Ability to reason correctly. CBEST and CLAD certificate.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (56%) reported promoting to other positions when available: Administrative Assistant, Assistant Principal, Certified Administrative Positions, Principal, or Resource Teacher.

### Skills Important for Career Advancement

Advancement based on success of student teaching. Competent in skills measured by CBEST; reading, writing and math. Excellent command of English language. Work well under pressure. Work well as member of a team. Classroom management skills. Relate well to children. Continued education.

### Union Employment

Firms:	69%
Employees:	95%

### Employment Type/Hours

Almost all employees work full-time, averaging 37 hours per week. Few employees work part-time, averaging 19 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	10%
Employees Leaving	67%
New Positions	23%
Temporary	0%

### Employer Screening Methods

Drug Testing	31%	Medical/Physical	18%
Aptitude Testing	0%	Police/Background	94%
DMV Printout	12%	Reference check	100%
Other: T.B. skin test, Dept of Justice finger print check			69%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# TELEPHONE AND CABLE T.V. LINE INSTALLERS & REPAIRERS

**OES CODE: 857020**

**Alternative Title: Service Technicians, Cable Installers, Installation Technicians and Cable Technicians.**

## Recruitment Methods

In-house Promotion or Transfer	0%
Employee Referrals	80%
Newspaper Ads	60%
Private Employment Agencies	20%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	40%
Colleges/Universities	0%
Other:	0%

## DEFINITION

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

## SIZE OF OCCUPATION

*Occupation Size:* Small

*Gender by Percentage of Employees Represented:*

Male 100% Female 0%

## WHERE THE JOBS ARE

Heavy Construction, Except Highway  
Telephone Communications  
Electrical Work

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* Much Faster Than Average  
*Growth:* 50.0%

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## WAGES AND BENEFITS

### Non-union and Union\*

	Range	Median
New hire, no experience	\$ 7.00 - \$ 13.00	\$ 10.49
New hire, experienced	\$ 9.00 - \$ 16.00	\$ 12.00
3+ yrs experience w/firm	\$ 12.00 - \$ 22.00	\$ 15.05

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

*Inexperienced:* Employers report it is very difficult to find qualified applicants. This means that employers often cannot find qualified applicants when an opening exists.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	20%	60%
Dental Insurance	0%	60%
Vision Insurance	0%	60%
Life Insurance	60%	20%
Sick Leave	60%	20%
Vacation	60%	20%
Retirement Plan	0%	20%
Child Care	0%	0%
Other	20%	20%

\* Percentage is based on number of employers offering benefits and responding to this question.

## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	20%	20%	60%

Training can substitute for experience:	100%	0%	N/A
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Employers prefer applicants with 12 - 36 months work experience.

Employers prefer applicants with 6 - 18 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	60%	40%	0%
Record keeping	20%	60%	20%
Working independently	100%	0%	0%
Working under pressure	60%	40%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	60%	20%	20%
Compute %/discounts/statistics	0%	20%	80%
Geometry/Algebra/Advanced Math	0%	80%	20%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	20%	60%	20%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants *not* needing to have experience in software:

Type of Software: Percentage of All Firms:

Word Processing	0%
Spreadsheet	0%
Database	100%
Desktop Publishing	0%
Other: Use Internet for research purposes.	100%

## 5 Firms Responding 19 Jobs Represented

### Increasingly Important Skills Reported

Reading and math skills. Good DMV driving record. Compliance of safety procedures; Good physical health and ability to distinguish colors.

### Skills/Qualifications in Short Supply

Training. Communication skills; quality communication with customers.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (40%) reported promoting to other positions or upgrading in pay schedule when available. Supervisor.

### Skills Important for Career Advancement

Know how to use hand tools. Read blue prints and circuit diagrams. Ability to complete projects and meet deadlines. Install cable, telephone, and terminal boxes; knowledgeable of latest cable materials. Navigate the Internet. Deal positively with public.

### Union Employment

Firms:	0%
Employees :	0%

### Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

### Employer Screening Methods

Drug Testing	60%	Medical/Physical	40%
Aptitude Testing	0%	Police/Background	20%
DMV Printout	100%	Reference check	100%
Other:			0%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

# TELLERS

**OES CODE: 531020**

**Alternative Title: Customer Service Representative,  
Flexible Teller, Front Desk Teller and Lead Teller.**

## DEFINITION

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

## SIZE OF OCCUPATION

*Occupation Size:* Large

*Gender by Percentage of Employees Represented:*

Male 14% Female 86%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* Slower Than Average  
*Growth:* 11.1%

All employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## Recruitment Methods

In-house Promotion or Transfer	10%
Employee Referrals	50%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	40%
School, Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	40%

## WHERE THE JOBS ARE

Commercial Banks  
Credit Unions  
Savings Institutions

## WAGES AND BENEFITS

### Non-union and Union\* Median

### Range

New hire, no experience	\$ 6.25 - \$ 9.50	\$ 7.98
New hire, experienced	\$ 6.25 - \$11.00	\$ 8.08
3+ yrs experience w/firm	\$ 7.50 - \$13.00	\$ 9.38

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

### Employer Pays All

	Full Time	Part Time
Medical Insurance	20%	0%
Dental Insurance	10%	0%
Vision Insurance	10%	0%
Life Insurance	40%	0%
Sick Leave	50%	0%
Vacation	30%	0%
Retirement Plan	10%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

## EMPLOYER REQUIREMENTS

## Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## Training and Experience

	YES	NO	PREFERRED
Work experience required:	10%	0%	90%

Training can substitute for experience:	60%	40%	N/A
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Employers prefer applicants with 6 - 12 months work experience.

Employers prefer applicants with 6 - 12 months training.

## Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	30%	70%	0%
Record keeping	100%	0%	0%
Working independently	100%	0%	0%
Working under pressure	80%	10%	10%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	10%	60%	30%
Compute %/discounts/statistics	40%	50%	10%
Geometry/Algebra/Advanced Math	0%	30%	70%
Read/comprehend info in English	90%	0%	10%
Read/comprehend info in Spanish	40%	30%	30%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	50%	10%	40%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	70%	30%	0%

\* Percentage based on employers responding to this question

## Computer Skills

Employers reported applicants not needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	43%
Spreadsheet	29%
Database	0%
Desktop Publishing	0%
Other: Networked computer system for bank transactions.	86%

10 Firms Responding  
116 Jobs Represented

## Increasingly Important Skills Reported

Accuracy; end of day balance. Cash handling skills. Bilingual in English-Spanish. Operate adding machine; type 30 wpm. Ability to sell bank services. Good personal credit history. Flexibility; willingness to work with needs of bank schedule.

## Skills/Qualifications in Short Supply

Accuracy and consistency with end of day balance. Modern sales skills. English language skills. Ability to identify counterfeit currency. Good customer service

## OTHER INFORMATION

## Promotional Opportunities

Most firms (60%) reported promoting to other positions when available: Customer Service Representative, Lead Teller, Member Service Representative I or II; Part-time to Full-time; Transfer to Accounts or Loan Department; Supervisor.

## Skills Important for Career Advancement

Customer service and positive interpersonal skills. Ability to process variety of bank transactions. Sales skills for selling/marketing bank services. Consistent with end of day balance; accuracy. Cash handling skills; proficient in basic math.

## Union Employment

Firms:	0%
Employees:	0%

## Employment Type/Hours

Some employees work full-time, averaging 40 hours per week. Most employees work part-time, averaging 27 hours per week.

## Vacancies Filled within the Last 12 Months

resulted from:

Promotions	18%
Employees Leaving	82%
New Positions	0%
Temporary	0%

## Employer Screening Methods

Drug Testing	20%	Medical/Physical	0%
Aptitude Testing	40%	Police/Background	90%
DMV Printout	0%	Reference check	100%
Other: Pass pre-employment Teller test, finger print check and verify education.			50%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

## WATER AND LIQUID WASTE TREATMENT PLANT AND SYSTEM OPERATORS

**OES CODE: 950020**

**Alternative Title: Certified Water Operators, Grade I, II, III, IV or V Water Treatment Plant Operator, Senior Plant Operator, Water Treatment Plant Operators, and Water Plant Supervisor.**

**DEFINITION**

Water and Liquid Waste Treatment Plant and System Operators operate and/or control an entire process or system, often through the use of panelboards, controlboards, or semi-automatic equipment, to transfer or treat water and/or liquid waste.

**SIZE OF OCCUPATION**

*Occupation Size:* Large

*Gender by Percentage of Employees Represented:*

Male 97% Female 3%

**PROJECTIONS****Occupational Forecast: 1997- 2004**

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 14.3%

*Growth:* Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to grow.

**SUPPLY AND DEMAND****How Difficult is it to Find Applicants?**

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that employers often cannot find qualified applicants when an opening exists.

**Recruitment Methods**

In-house Promotion or Transfer	43%
Employee Referrals	29%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	57%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	29%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%
Other: (word of mouth)	29%

**WHERE THE JOBS ARE**

Local Government, Except Hospitals and Education

**WAGES AND BENEFITS****Non-union and Union\***

	Range	Median
New hire, no experience	\$ 9.00 - \$ 12.47	\$ 9.00
New hire, experienced	\$ 9.21 - \$ 19.56	\$14.00
3+ yrs experience w/firm	\$13.23 - \$ 21.29	\$17.26

\* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

**Benefits\***

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	71%	14%
Dental Insurance	71%	14%
Vision Insurance	71%	14%
Life Insurance	86%	0%
Sick Leave	71%	14%
Vacation	71%	14%
Retirement Plan	29%	43%
Child Care	0%	0%
Other	14%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	86%
A. A. degree	14%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	57%	0%	43%
Training can substitute for experience:	29%	71%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	100%	0%	0%
Record keeping	86%	14%	0%
Working independently	100%	0%	0%
Working under pressure	29%	71%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	14%	72%	14%
Geometry/Algebra/Advanced Math	86%	14%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	0%	100%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	14%	86%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	25%
Spreadsheet	75%
Database	50%
Desktop Publishing	0%
Other: Internet	25%

### Licensing Requirements

Operators working in municipal or government owned waste water treatment plants must possess a certificate. Applicants must complete examination and experience requirements

## 7 Firms Responding 39 Jobs Represented

### Increasingly Important Skills Reported

Mechanical aptitude for repairing motors and other machinery. Working knowledge of water testing instruments. Working knowledge of electricity. Ability to compute advanced mathematics. Excellent interpersonal skills; able to work with different types of persons. Ability to comply with safety procedures.

### Skills/Qualifications in Short Supply

Upgrade to higher level certification. Successfully pass math and science section of certification test.

## OTHER INFORMATION

### Promotional Opportunities

Most firms (71%) reported promoting to other positions when available: Promoted to Higher Grade Level Operators (II, III, IV or V) with appropriate certification.

### Skills Important for Career Advancement

Competent in mathematics, chemistry and physics. Mechanical aptitude. Knowledge of principals of electricity and electronic equipment. Ability to perform biological laboratory testing. Knowledgeable of local, state, and federal regulations affecting water plant.

### Union Employment

Firms:	29%
Employees:	28%

### Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 20 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

### Employer Screening Methods

Drug Testing	57%	Medical/Physical	43%
Aptitude Testing	57%	Police/Background	0%
DMV Printout	100%	Reference check	100%
Other: Verify state operator certificate			86%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

## **OCCUPATIONS SURVEYED IN 2000**

## **YEAR 2000 OCCUPATIONS**

1. Administrative Assistants
2. Automotive Mechanics
3. Bookkeeping, Accounting and Auditing Clerks
4. Computer Support Specialists
5. Drafters
6. General Office Clerks
7. Hotel Desk Clerks
8. Maintenance Repairers – General Utility
9. Manager - Retail Store
10. Medical Assistants
11. Pharmacists
12. Salespersons, Retail (Except Vehicle Sales)
13. Systems Analysts – Electronic Data Processing
14. Truck Drivers – Heavy or Tractor Trailer
15. Welders & Cutters



# ADMINISTRATIVE ASSISTANTS

**OES CODE: 169167997**

**Alternative Title: Office Administrator,  
Personnel Assistant, and Executive Director**

## Recruitment Methods

In-house Promotion or Transfer	81%
Employee Referrals	63%
Newspaper Ads	94%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	6%
Union Hall Referrals	6%
Walk-in Applicants	31%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%
Other: (word of mouth)	25%

## DEFINITION

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operation policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

## SIZE OF OCCUPATION

*Occupation Size:* Data not available

*Gender by Percentage of Employees Represented:*  
Male 0% Female 100%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* Data not available.

*Growth:* Data not available for this occupation.

All employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

No Data Available for this Occupation

## WAGES AND BENEFITS

### Non-union

	Range	Median
New hire, no experience	\$ 7.00 - \$10.55	\$ 8.00
New hire, experienced	\$ 8.00 - \$13.42	\$12.00
3+ yrs experience w/firm	\$10.55 - \$16.00	\$14.21

### Union

	Range	Median
New hire, no experience	--- Insufficient Data ---	
New hire, experienced	\$ 9.59 - \$25.17	\$10.07
3+ yrs experience w/firm	\$11.51 - \$25.97	\$14.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	56%	38%
Dental Insurance	44%	38%
Vision Insurance	50%	38%
Life Insurance	44%	38%
Sick Leave	94%	0%
Vacation	94%	0%
Retirement Plan	13%	50%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# ADMINISTRATIVE ASSISTANTS



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	44%
A. A. degree	44%
Bachelor degree	0%
Graduate	13%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	56%	0%	44%

Training can substitute for experience:	0%	100%	N/A
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Employers prefer applicants with 24 - 60 months experience.

Employers do not accept training as substitute for work.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	63%	37%	0%
Record keeping	94%	6%	0%
Working independently	88%	12%	0%
Working under pressure	56%	44%	0%
Add/subtract 2+ digit numbers	88%	6%	6%
Multiply/divide	81%	19%	0%
Compute decimals/fractions	19%	69%	12%
Compute %/discounts/statistics	6%	6%	88%
Geometry/Algebra/Advanced Math	0%	6%	94%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	12%	50%	38%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	44%	56%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	31%	44%	25%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Percentage of All Firms	Type of Software
Word Processing	88%
Spreadsheet	69%
Database	31%
Desktop Publishing	25%
Other: QuickBooks, Peachtree, Quicken, and Internet use.	44%

**16 Firms Responding  
25 Jobs Represented**

### Increasingly Important Skills Reported

Ability to meet deadlines, work well under pressure, excellent customer service, knowledge of labor laws, excellent telephone skills, ability to work as a member of a team, efficiency, and a positive attitude.

### Skills/Qualifications in Short Supply

Discipline to plan projects and timelines of completion, meet deadlines, computer skills, consistency with professional work behavior; judgment for appropriate work clothing.

## OTHER INFORMATION

### Promotional Opportunities

Some firms (31%) reported promoting to other positions when available: Administrator, Personnel Manager, Human Resource Administrator, Real Estate Agent and Principal.

### Skills Important for Career Advancement

Excellent writing and oral communication skills. Computer skills. Negotiating and mediation skills. Organizational skills. High standards for work performance. Work as a member of a team.

### Union Employment

Firms:	31%
Employees:	48%

### Employment Type/Hours

Almost all employees work full-time, averaging 42 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

### Employer Screening Methods

Drug Testing	50%	Medical/Physical	25%
Aptitude Testing	13%	Police/Background	31%
DMV Printout	25%	Reference check	94%
Other: Verify Education/certificates			13%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# AUTOMOTIVE MECHANICS

OES CODE: 853020

Alternative Title: Transmission Builder,  
Remove & Replace Tech., Heavy Equipment  
Mechanic.

## Recruitment Methods

In-house Promotion or Transfer	47%
Employee Referrals	82%
Newspaper Ads	35%
Private Employment Agencies	0%
Employment Development Dept.	6%
School, Program Referrals	0%
Union Hall Referrals	12%
Walk-in Applicants	88%
Trade Journals	0%
Internet	6%
Colleges/Universities	0%
Other: (word of mouth)	35%

## DEFINITION

Auto Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical System Specialists.

## SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 99% Female 1%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 15.4%

Growth: Faster Than Average

All employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Inexperienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

Automotive Repair Shops  
Auto and Home Supply Stores  
New and Used Car Dealers  
Local Government, Except Hospitals & Education

## WAGES AND BENEFITS

### Non-union and Union\*

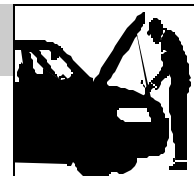
	Range	Median
New hire, no experience	\$ 6.15 - \$ 9.00	\$ 7.50
New hire, experienced	\$ 6.50 - \$ 13.00	\$ 8.00
3+ yrs experience w/firm	\$ 8.00 - \$ 17.00	\$12.00

\* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time
	Employer Pays All      Share Cost
Medical Insurance	24%      47%
Dental Insurance	6%      35%
Vision Insurance	6%      29%
Life Insurance	41%      6%
Sick Leave	65%      0%
Vacation	76%      0%
Retirement Plan	0%      18%
Child Care	0%      0%
Other	0%      0%

\* Percentage is based on number of employers offering benefits and responding to this question.



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	35%
High school or equivalent	65%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	29%	6%	65%
Training can substitute for experience:	75%	25%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 8 - 18 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	76%	24%	0%
Record keeping	59%	41%	0%
Working independently	71%	23%	6%
Working under pressure	65%	29%	6%
Add/subtract 2+ digit numbers	94%	0%	6%
Multiply/divide	47%	47%	6%
Compute decimals/fractions	6%	23%	71%
Compute %/discounts/statistics	0%	24%	76%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	41%	53%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	6%	18%	76%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	59%	41%	0%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	100%
Auto diagnostic computer for reading engine trouble codes and other diagnostic readings.	

### Licensing Requirements

Employers may require ASE certification (Auto Service Excellence). Those mechanics who are certifying brakes and lamps, or those who are inspecting, testing and repairing vehicle emission control systems in accordance with the Smog Check program must be licensed by the State Bureau of Automotive Repair.

**17 Firms Responding**  
**105 Jobs Represented**

### Increasingly Important Skills Reported

Accuracy in auto diagnostics, and mechanical aptitude. Quality of job performance, adapts positively to change; determination/drive to accomplish duties successfully. Punctual and dependable.

### Skills/Qualifications in Short Supply

Experience with newer vehicle electronic systems, knowledge of transmission and suspension. Accurate completion of paperwork, and better service to customers.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor, Manager, or transfer to other departments.

### Skills Important for Career Advancement

Diagnostic abilities; ability to read electrical wiring diagrams; know suspension, transmission and air conditioning systems. Dedication to work.

### Union Employment

Firms:	12%
Employees:	17%

### Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. Few employees work part-time, averaging 29 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

### Employer Screening Methods

Drug Testing	65%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	82%	Reference check	100%
Other: Verify training			12%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS

OES CODE: 553380

Alternative Title: Office Manager, Account Clerk,  
Finance Administrator, Payroll Manager, Senior  
Account Clerk

## Recruitment Methods

In-house Promotion or Transfer	53%
Employee Referrals	65%
Newspaper Ads	65%
Private Employment Agencies	6%
Employment Development Dept.	35%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	35%

## DEFINITION

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

## SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 4% Female 96%

## PROJECTIONS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

Almost all employers reported stable demand during the last year. For the next two years, almost all employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Inexperienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

Local Government, Except Hospitals & Education  
Elementary and Secondary Schools  
Grocery Stores  
Offices & Clinics of Medical Doctors

## WAGES AND BENEFITS

### Non-union and Union\*

	Range	Median
New hire, no experience	\$ 6.50 - \$ 10.01	\$ 7.68
New hire, experienced	\$ 7.00 - \$ 12.18	\$ 9.00
3+ yrs experience w/firm	\$ 8.25 - \$ 13.50	\$12.00

\* Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	35%	47%
Dental Insurance	18%	29%
Vision Insurance	18%	29%
Life Insurance	53%	6%
Sick Leave	59%	12%
Vacation	76%	6%
Retirement Plan	12%	47%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.





## EMPLOYER REQUIREMENTS

**17 Firms Responding**  
**48 Jobs Represented**

**Minimum Level of Education Firms Require**

Less than high school	0%
High school or equivalent	82%
A. A. degree	18%
Bachelor degree	0%
Graduate	0%

**Training and Experience**

	YES	NO	PREFERRED
Work experience required:	53%	0%	47%

Training can substitute for experience:	35%	65%	N/A
---	-----	-----	-----

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 - 24 months training.

**Basic Skills\***

	Very Important	Important	Not Important
Analytical skills	53%	47%	0%
Record keeping	100%	0%	0%
Working independently	82%	18%	0%
Working under pressure	53%	41%	6%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	65%	23%	12%
Compute %/discounts/statistics	47%	29%	24%
Geometry/Algebra/Advanced Math	0%	18%	82%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	6%	6%	88%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	12%	88%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	12%	29%	59%

\* Percentage based on employers responding to this question

**Computer Skills**

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	47%
Spreadsheet	76%
Database	12%
Desktop Publishing	0%
Other:	94%
(Peachtree, QuickBooks)	

**Increasingly Important Skills Reported**

Writing skills, accuracy, attention to detail, neatness, work well under pressure, initiative, and value given to team work.

**Skills/Qualifications in Short Supply**

Taxes and payroll, use of broader range software, accuracy, organizational skills, ability to monitor own progress/prioritize and ability to work as member of a team.

## OTHER INFORMATION

**Promotional Opportunities**

Some firms (35%) reported promoting to other positions when available: Department Supervisor/Manager, Controller and Team Leader.

**Skills Important for Career Advancement**

Proficiency in math, computer skills, organizational skills, telephone skills, accuracy, ability to prioritize. Honesty and integrity.

**Union Employment**

Firms:	6%
Employees:	13%

**Employment Type/Hours**

Almost all employees work full-time, averaging 41 hours per week. Few employees work part-time, averaging 23 hours per week.

**Vacancies Filled within the Last 12 Months resulted from:**

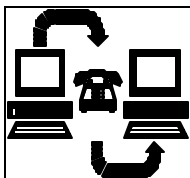
Promotions	17%
Employees Leaving	50%
New Positions	17%
Temporary	17%

**Employer Screening Methods**

Drug Testing	47%	Medical/Physical	12%
Aptitude Testing	12%	Police/Background	12%
DMV Printout	29%	Reference check	100%
Other: Verify Education, Dept of Justice finger prints, and random drug testing.			18%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# COMPUTER SUPPORT SPECIALISTS

OES CODE: 251040

Alternative Title: Entry Level Tech., Personal Computer Tech., LAN Telecom. Tech., Micro System

## Recruitment Methods

In-house Promotion or Transfer	42%
Employee Referrals	25%
Newspaper Ads	92%
Private Employment Agencies	0%
Employment Development Dept.	25%
School, Program Referrals	0%
Union Hall Referrals	8%
Walk-in Applicants	58%
Trade Journals	0%
Internet	33%
Colleges/Universities	0%
Other: (word of mouth)	25%

## DEFINITION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

## SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:

Male 93% Female 7%

## PROJECTIONS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 60.0%

Growth: Much Faster Than Average

Many employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Inexperienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants

## WHERE THE JOBS

Telephone Communications  
Local Government, Except Hospitals & Government  
Computer and Data Processing Services  
Commercial Banks  
Colleges & Universities

## WAGES AND BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 6.50 - \$18.76	\$10.12
New hire, experienced	\$ 10.00 - \$21.72	\$12.50
3+ yrs experience w/firm	\$ 12.00 - \$23.95	\$15.19

Union	Range	Median
New hire, no experience	--- No data available ---	
New hire, experienced	\$ 11.03 - \$16.30	\$ 15.14
3+ yrs experience w/firm	\$ 13.42 - \$23.01	\$ 19.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	67%	25%
Dental Insurance	67%	25%
Vision Insurance	50%	33%
Life Insurance	67%	8%
Sick Leave	92%	0%
Vacation	92%	0%
Retirement Plan	33%	50%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# COMPUTER SUPPORT SPECIALISTS



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	8%
High school or equivalent	50%
A. A. degree	25%
Bachelor degree	17%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	67%	0%	33%

Training can substitute for experience:	33%	67%	N/A
---	-----	-----	-----

Employers prefer applicants with 18 - 36 months experience.

Employers prefer applicants with 12 - 32 months training.

### Basic Skills\*

	Very Important	Important	Not Important
Analytical skills	100%	0%	0%
Record keeping	58%	25%	17%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	67%	25%	8%
Multiply/divide	67%	25%	8%
Compute decimals/fractions	75%	25%	0%
Compute %/discounts/statistics	42%	33%	25%
Geometry/Algebra/Advanced Math	16%	42%	42%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	17%	8%	75%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	8%	17%	75%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	17%	58%

\* Percentage based on employers responding to this question

### Computer Support

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	83%
Spreadsheet	58%
Database	67%
Desktop Publishing	25%
Other:	50%
(Applications for web design, networking systems).	

**12 Firms Responding  
29 Jobs Represented**

### Increasingly Important Skills Reported

Create websites, networking, maintain/upgrade database, knowledge of servers, installation of software, T1 lines, routers and hubs; fiber optics and trouble shooting.

### Skills/Qualifications in Short Supply

Networking systems, person-to-person contact with others, availability to others, value given to helping others understand technical information; skill at explaining.

## OTHER INFORMATION

### Promotional Opportunities

Most firms (67%) reported promoting to other positions when available: Project Foreman, Program Analyst, Network Manager, LAN Administrator, and Business Technology Programmers.

### Skills Important for Career Advancement

Experience with CAT 5 cables, networking systems, software applications, web design, managerial skills/ability to motivate team members, abilities to stay current with new technologies/changes in field.

### Union Employment

Firms:	33%
Employees:	21%

### Employment Type/Hours

All employees work full-time, averaging 40 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	29%
New Positions	71%
Temporary	0%

### Employer Screening Methods

Drug Testing	58%	Medical/Physical	33%
Aptitude Testing	17%	Police/Background	50%
DMV Printout	25%	Reference check	100%
Other: Verify ed., Dept of Justice finger prints			58%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# DRAFTERS

OES CODE: 225140

Alternative Title: Computer Aided Draftsmen,  
Principal Drafter, Design Tech., Civil Engineer,  
Electrical Engineer.

## DEFINITION

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

## SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:

Male 80% Female 20%

## PROJECTIONS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.00%

Growth: Remain Stable

Most employers reported growth in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

**Inexperienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

## Recruitment Methods

In-house Promotion or Transfer	25%
Employee Referrals	92%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept.	8%
School, Program Referrals	17%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	75%

## WHERE THE JOBS ARE

Local Government, Except Hospitals & Education  
Engineering & Architectural Services  
Concrete, Gypsum, and Plaster Products

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 6.50 - \$ 10.00	\$ 8.00
New hire, experienced	\$ 7.00 - \$ 15.00	\$ 12.00
3+ yrs experience w/firm	\$ 11.00 - \$ 16.20	\$ 15.50

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

#### Full Time

	Employer Pays All	Share Cost
Medical Insurance	33%	42%
Dental Insurance	8%	33%
Vision Insurance	8%	25%
Life Insurance	25%	8%
Sick Leave	75%	0%
Vacation	75%	0%
Retirement Plan	17%	25%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	67%
A. A. degree	25%
Bachelor degree	8%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	42%	0%	58%
Training can substitute for experience:	83%	17%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	92%	8%	0%
Record keeping	59%	33%	8%
Working independently	100%	0%	0%
Working under pressure	83%	17%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	25%	42%	33%
Geometry/Algebra/Advanced Math	92%	8%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	8%	33%	59%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	8%	25%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	8%	67%	25%

\* Percentage based on employers responding to this question.

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	42%
Spreadsheet	42%
Database	33%
Desktop Publishing	8%
Other:	100%
Autocad, Eagle Point, 3-D Studio Max, Vector Works.	

**12 Firms Responding**  
**41 Jobs Represented**

### Increasingly Important Skills Reported

Proficiency in mathematics/geometry, ability to read blue prints, maintenance of computer peripherals, good spatial sense, mechanically inclined, excellent organization skills, and collaborate work with others.

### Skills/Qualifications in Short Supply

Knowledge of mechanical operations, advanced mathematics as in trigonometry and calculus; ability to use broader range of software, ability to draw by hand, too much reliance on automation, common sense, interpersonal skills, determination to monitor own quality of work.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (42%) reported promoting to other positions when available: Design Engineer, Drafting Engineer, Senior Draftsman, and Surveyor.

### Skills Important for Career Advancement

Mathematical accuracy, knowledge pertaining to electricity and civil engineering, excellent writing and verbal communication skills, demonstrated ability for precision and careful observation of details.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

All employees work full-time, averaging 43 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	17%
Employees Leaving	0%
New Positions	75%
Temporary	8%

### Employer Screening Methods

Drug Testing	33%	Medical/Physical	17%
Aptitude Testing	8%	Police/Background	8%
DMV Printout	42%	Reference check	92%
Other: Verify Training/Education			75%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# GENERAL OFFICE CLERKS

OES CODE: 553470

Alternative Title: Office Assistant, Office Receptionist, Office Manager, Office Administrator

## Recruitment Methods

In-house Promotion or Transfer	41%
Employee Referrals	82%
Newspaper Ads	53%
Private Employment Agencies	0%
Employment Development Dept.	18%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	65%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

## DEFINITION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

## SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:

Male 11% Female 89%

## WHERE THE JOBS ARE

Local Government, Except Hospitals & Education  
Elementary and Secondary Schools  
Commercial Banks  
Federal Government  
Hospitals

## PROJECTIONS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 6.8%

Growth: Slower Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.75	\$ 6.25
New hire, experienced	\$ 6.00 - \$ 9.89	\$ 7.15
3+ yrs experience w/firm	\$ 7.00 - \$12.00	\$ 9.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	24%	41%
Dental Insurance	18%	29%
Vision Insurance	18%	29%
Life Insurance	47%	6%
Sick Leave	65%	0%
Vacation	71%	0%
Retirement Plan	0%	41%
Child Care	0%	0%
Other	0%	6%

\* Percentage is based on number of employers offering benefits and responding to this question.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is not difficult to find qualified applicants.

*Inexperienced:* Employers report it is not difficult to find qualified applicants.

# GENERAL OFFICE CLERKS



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	94%
A. A. degree	6%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	12%	41%	47%
Training can substitute for experience:	70%	30%	N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 8 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	30%	35%	35%
Record keeping	53%	47%	0%
Working independently	41%	53%	6%
Working under pressure	0%	71%	29%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	6%	12%	82%
Compute %/discounts/statistics	12%	18%	70%
Geometry/Algebra/Advanced Math	0%	18%	82%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	30%	40%	30%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	12%	47%	41%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	71%	29%	0%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	94%
Spreadsheet	71%
Database	18%
Desktop Publishing	24%
Other:	29%
PowerPoint, internet navigation.	

**17 Firms Responding**  
**92 Jobs Represented**

### Increasingly Important Skills Reported

Grammar and spelling, computer skills, interpret written information accurately. Phone etiquette and customer service. Follow specific directions, operate updated office equipment such as computer scanner. Initiative, drive for high quality performance.

### Skills/Qualifications in Short Supply

Proficiency in English language, spelling and oral communication skills, telephone communication skills, courtesy and professional toward customer, and appropriate office clothing.

## OTHER INFORMATION

### Promotional Opportunities

Some firms (24%) reported promoting to other positions when available: Supervisor, Office Manager, promote to other departments/divisions.

### Skills Important for Career Advancement

Computer skills, excellent organizational skills, communication skills, service to customer, and telephone skills.

### Union Employment

Firms:	18%
Employees:	65%

### Employment Type/Hours

Almost all employees work full time, averaging 39 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	14%
Employees Leaving	79%
New Positions	7%
Temporary	0%

### Employer Screening Methods

Drug Testing	29%	Medical/Physical	12%
Aptitude Testing	6%	Police/Background	12%
DMV Printout	24%	Reference check	88%
Other: finger prints, T.B. test			10%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# HOTEL DESK CLERKS

OES CODE: 538080

Alternative Title: Front Desk Clerk, Front Desk Representative, Night Auditor, Customer Service Representative

## Recruitment Methods

In-house Promotion or Transfer	60%
Employee Referrals	80%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	60%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%
Other: (word of mouth)	60%

## DEFINITION

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

## SIZE OF OCCUPATION

Occupation Size: Small

Gender by Percentage of Employees Represented:

Male 31% Female 69%

## WHERE THE JOBS ARE

Hotels and Motels

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

All employers reported stable demand in this occupation during the last. For the next two years, all employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is not difficult to find qualified applicants.

**Inexperienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 6.15	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 7.20	\$ 6.25
3+ yrs experience w/firm	\$ 6.75 - \$ 9.15	\$ 7.75

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

#### Employer Pays All

	Full Time	Part Time
Medical Insurance	0%	0%
Dental Insurance	0%	0%
Vision Insurance	0%	0%
Life Insurance	0%	0%
Sick Leave	27%	0%
Vacation	33%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



# HOTEL DESK CLERKS



## EMPLOYER REQUIREMENTS

### Minimum level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	7%	20%	73%

Training can substitute for experience:	83%	17%	N/A
---	-----	-----	-----

Employers prefer applicants with 3 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	7%	80%	13%
Record keeping	40%	60%	0%
Working independently	53%	47%	0%
Working under pressure	40%	47%	13%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	67%	20%	13%
Compute decimals/fractions	7%	20%	73%
Compute %/discounts/statistics	27%	0%	73%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	33%	47%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	27%	33%	40%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	73%	27%	0%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	13%
Spreadsheet	13%
Database	0%
Desktop Publishing	13%
Other:	88%

(Hotel software manager for reservations, check in/out, and billing).

**15 Firms Responding  
48 Jobs Represented**

### Increasingly Important Skills Reported

Use adding and credit card machines, math skills and fluency in Spanish and English. Outgoing, courteous and congenial personality. Work well under pressure, and handle angry customers.

### Skills/Qualifications in Short Supply

Broad knowledge of local economy/industries, population numbers, tourism, etc. Fluency in English and Spanish, excellent service to customer, professional presentation with regard to clothing and conduct.

## OTHER INFORMATION

### Promotional Opportunities

Some firms (33%) reported promoting to other positions when available: Management or supervisory positions, front office assistant or supervisor.

### Skills Important for Career Advancement

Math skills, computer skills, knowledgeable of local area, bilingual in English/Spanish, excellent customer service and telephone skills.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Most employees work full-time, averaging 41 hours per week. Some employees work part-time, averaging 26 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

### Employer Screening Methods

Drug Testing	0%	Medical/Physical	0%
Aptitude Testing	7%	Police/Background	7%
DMV Printout	0%	Reference check	87%
Other:			0%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# MAINTENANCE REPAIRERS - GENERAL UTILITY

OES CODE: 851320

Alternative Title: General Repair Personnel, General Maintenance Worker, Public Works Personnel

## Recruitment Methods

In-house Promotion or Transfer	60%
Employee Referrals	60%
Newspaper Ads	47%
Private Employment Agencies	0%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	47%

## DEFINITION

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings floors and stairs.

## SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented

Male 96% Female 4%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 2.0%

Growth: Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Inexperienced:** Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

## WHERE THE JOBS ARE

Local Government, Except Hospitals & Education  
Elementary and Secondary Schools  
Federal Government  
Concrete, Gypsum, and Plaster Products  
Real Estate Agents and Managers

## WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$10.00	\$ 7.00
New hire, experienced	\$ 6.00 - \$11.51	\$ 8.00
3+ yrs experience w/firm	\$ 6.50 - \$13.00	\$ 10.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

#### Employer Pays All

	Full Time	Part Time
Medical Insurance	27%	0%
Dental Insurance	27%	0%
Vision Insurance	27%	0%
Life Insurance	40%	0%
Sick Leave	47%	0%
Vacation	53%	0%
Retirement Plan	0%	0%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# MAINTENANCE REPAIRERS - GENERAL UTILITY



## EMPLOYER REQUIREMENTS

**15 Firms Responding**  
**79 Jobs Represented**

### Minimum Level of Education Firms Require

Less than high school	20%
High school or equivalent	80%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	13%	7%	80%

Training can substitute for experience:	71%	29%	N/A
---	-----	-----	-----

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 6 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	20%	73%	7%
Record keeping	27%	40%	33%
Working independently	53%	47%	0%
Working under pressure	0%	73%	27%
Add/subtract 2+ digit numbers	87%	13%	0%
Multiply/divide	67%	20%	13%
Compute decimals/fractions	0%	20%	80%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	93%	7%	0%
Read/comprehend info in Spanish	6%	6%	88%
Write effectively in English	88%	6%	6%
Write effectively in Spanish	7%	20%	73%
Orally communicate in English	93%	7%	0%
Orally communicate in Spanish	21%	43%	36%

\* Percentage based on employers responding to this question.

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

### Increasingly Important skills Reported

Technical knowledge in plumbing, air conditioning repair, electrical repair, carpentry and road repair. Building and sprinkler systems maintenance. Excellent customer service, and work well with others.

### Skills/Qualifications in Short Supply

Completion of paperwork/record keeping, writing and communication skills.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor and promote to other departments.

### Skills Important for Career Advancement

Equipment repair, plumbing, carpentry. Building maintenance and electrical knowledge.

### Union Employment

Firms:	7%
Employees:	16%

### Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 15 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

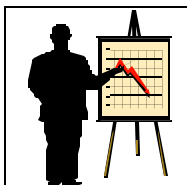
Promotions	13%
Employees Leaving	75%
New Positions	6%
Temporary	6%

### Employer Screening Methods

Drug Testing	53%	Medical/Physical	20%
Aptitude Testing	0%	Police/Background	20%
DMV Printout	60%	Reference check	80%
Other: Health card, T.B. Test, finger prints			27%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# MANAGER - RETAIL STORE

OES CODE: 185167999

Alternative Title: Team Leaders, Store Director,  
Peripheral Store Mngr., Service Manager

## Recruitment Methods

In-house Promotion or Transfer	69%
Employee Referrals	94%
Newspaper Ads	31%
Private Employment Agencies	0%
Employment Development Dept.	6%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	13%

## DEFINITION

Manager, Retail Store manages a retail store which sells a specific line of merchandise, such as groceries, liquor, apparel, jewelry, furniture; or related lines of merchandise. They usually plan and prepare work schedules, work assignments (or supervise others to do so), formulate merchandise pricing policy, coordinate sales promotion activities, prepare merchandise displays and advertising copy. They supervise employees in: sales, taking inventory or cash reconciliation activities, operation record keeping, and the preparation of a daily record of transactions for accounting purposes. They may interview, hire and train employees, ensure compliance of employees with security, sales and record keeping procedures, order merchandise or prepare requisitions to replenish inventories and may answer customer complaints or inquiries.

## SIZE OF OCCUPATION

*Occupation Size:* Data not available

*Gender by Percentage of Employees Represented:*  
Male 62% Female 38%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* Data not available

*Growth:* Data not available for this occupation.

Almost all employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Qualified Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

No Data Available for this Occupation

## WAGES AND BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 7.50 - \$ 11.99	\$ 8.75
New hire, experienced	\$ 8.00 - \$ 22.05	\$ 11.65
3+ yrs experience w/firm	\$ 9.50 - \$ 24.93	\$ 13.57

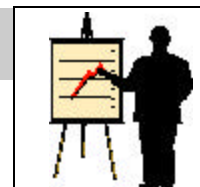
Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	13%	56%
Dental Insurance	6%	50%
Vision Insurance	13%	50%
Life Insurance	44%	25%
Sick Leave	75%	13%
Vacation	81%	6%
Retirement Plan	6%	7%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# MANAGER - RETAIL STORE



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	38%	0%	63%
Training can substitute for experience:	56%	44%	N/A

Employers prefer applicants with 24 - 36 months experience.

Employers prefer applicants with 8 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	88%	12%	0%
Record keeping	94%	6%	0%
Working independently	88%	12%	0%
Working under pressure	81%	19%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	94%	6%	0%
Compute decimals/fractions	50%	12%	38%
Compute %/discounts/statistics	63%	31%	6%
Geometry/Algebra/Advanced Math	6%	12%	82%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	88%	12%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	12%	88%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	12%	50%	38%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	38%
Spreadsheet	31%
Database	15%
Desktop Publishing	0%
Other: Software package: scheduling, personnel files, sales summaries, vendor data, payroll and inventory.	85%

**16 Firms Responding**  
**73 Jobs Represented**

### Increasingly Important Skills Reported

Bookkeeping, strong sales abilities, negotiating and mediation skills. Knowledgeable of product lines, merchandising and display set-up. Leadership skills, excellent customer service. Organizational skills, adapt well to change and trustworthy.

### Skills/Qualifications in Short Supply

Problem solving abilities, English proficiency, time management skills, mediation skills, positive and outgoing personality. Training and education.

## OTHER INFORMATION

### Promotional Opportunities

Most firms (75%) reported promoting to other positions when available: District/Regional Manager, Store Manager, Buyer or Operations Manager.

### Skills important for Career Advancement

Math and computer skills. Communication skills, organizational skills. Volume of sales. Leadership abilities, staff training, and able to command authority.

### Union Employment

Firms:	6%
Employees:	15%

### Employment Type/Hours

All employees work full-time, averaging 42 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	22%
Employees Leaving	67%
New Positions	11%
Temporary	0%

### Employer Screening Methods

Drug Testing	62%	Medical/Physical	19%
Aptitude Testing	0%	Police/Background	6%
DMV Printout	31%	Reference check	94%
Other: T.B. Test, questionnaire at hire, verify education			25%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# MEDICAL ASSISTANTS

**OES CODE: 660050**

**Alternative Title: Certified Nurse Assistant**

## Recruitment Methods

In-house Promotion or Transfer	56%
Employee Referrals	44%
Newspaper Ads	63%
Private Employment Agencies	6%
Employment Development Dept.	13%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	31%

## DEFINITION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

## SIZE OF OCCUPATION

*Occupation Size:* Medium

*Gender by Percentage of Employees Represented:*

Male 10% Female 90%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 28.6%

*Growth:* Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years almost all employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is not difficult to find qualified applicants. This means that supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 7.29	\$ 6.00
New hire, experienced	\$ 6.50 - \$ 8.63	\$ 7.38
3+ yrs experience w/firm	\$ 7.00 - \$ 11.51	\$ 8.62

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

#### Full Time

	Employer Pays All	Share Cost
Medical Insurance	50%	31%
Dental Insurance	25%	19%
Vision Insurance	19%	13%
Life Insurance	38%	13%
Sick Leave	63%	0%
Vacation	88%	0%
Retirement Plan	44%	6%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



# MEDICAL ASSISTANTS



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	13%	6%	81%
Training can substitute for experience:	87%	13%	N/A

Employers prefer applicants with 4 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	69%	31%	0%
Record keeping	88%	12%	0%
Working independently	88%	6%	6%
Working under pressure	93%	7%	0%
Add/subtract 2+ digit numbers	88%	12%	0%
Multiply/divide	81%	19%	0%
Compute decimals/fractions	56%	13%	31%
Compute %/discounts/statistics	6%	50%	44%
Geometry/Algebra/Advanced Math	19%	44%	37%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	25%	63%	12%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	19%	69%	12%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	56%	37%	7%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	45%
Spreadsheet	18%
Database	27%
Desktop Publishing	0%
Other: Medisoft and MSM used for appointments, patient history/accounts, etc.	45%

### Licensing Requirements

Medical Assistants are not licensed, certified, or registered by the State. However, ten hours of training and ten performances of three various injections, blood withdrawal and skin testing are required.

**16 Firms Responding**  
**90 Jobs Represented**

### Increasingly Important Skills Reported

Excellent telephone skills and service to customer. Medical terminology, accurate completion of medical records. Patience with elderly. Follow established procedures, punctual/dependable. Continued education.

### Skills/Qualifications in Short Supply

Organizational skills, computer skills, communication skills, adherence to established office procedures, medical terminology, and service to customer.

## OTHER INFORMATION

### Promotional Opportunities

Most responding firms (63%) report promoting to other positions when available: Office Manager, Front Desk Supervisor, and Accounts manager.

### Skills Important for Career Advancement

Work independently, Medical Assistant Certificate, medical terminology, communication skills, service to customers.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 18 hours per week, or temporary/on call average 4 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	3%
Employees Leaving	94%
New Positions	3%
Temporary	0%

### Employer Screening Methods

Drug Testing	25%	Medical/Physical	12%
Aptitude Testing	12%	Police/Background	0%
DMV Printout	6%	Reference check	50%
Other: Medical Assist. Certificate, T.B. test, verify education.			19%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# PHARMACISTS

OES CODE: 325170

Alternative Title: Pharmacy Manager

## DEFINITION

Pharmacists compound and dispense medications following prescriptions issued by physicians, dentists or other authorized medical practitioners.

## SIZE OF OCCUPATION

Occupation Size: Small

Gender by percentage of employees represented:

Male 94% Female 6%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: 25.0%

Growth: Much Faster Than Average

Almost all employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to grow.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

**Inexperienced:** Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

## Recruitment Methods

In-house Promotion or Transfer	11%
Employee Referrals	0%
Newspaper Ads	78%
Private Employment Agencies	33%
Employment Development Dept.	11%
School, Program Referrals	0%
Union Hall Referrals	22%
Walk-in Applicants	11%
Trade Journals	11%
Internet	78%
Colleges/Universities	33%
Other: (word of mouth)	11%

## WHERE THE JOBS ARE

Drug Stores and Proprietary Stores  
Hospitals  
Grocery Stores

## WAGES AND BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 25.00 - \$ 41.00	\$ 40.00
New hire, experienced	\$ 28.27 - \$ 48.00	\$ 36.00
3+ yrs experience w/firm	\$ 32.83 - \$ 50.00	\$ 42.00
<b>Union</b>		
New hire, no experience	\$ 40.00 - \$ 42.00	\$ 41.00
New hire, experienced	\$ 42.00 - \$ 46.00	\$ 44.00
3+ yrs experience w/firm	\$ 45.00 - \$ 48.00	\$ 46.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	67%	33%
Dental Insurance	56%	22%
Vision Insurance	56%	33%
Life Insurance	56%	22%
Sick Leave	78%	0%
Vacation	100%	0%
Retirement Plan	78%	11%
Child Care	11%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.





## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	0%
A. A. degree	0%
Bachelor degree	89%
Graduate	11%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	33%	44%	22%

Training can substitute for experience:	0%	100%	N/A
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Employers prefer applicants with 24 - 72 months work experience.

Employers do not accept training as a substitute for work.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	89%	11%	0%
Record keeping	100%	0%	0%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	56%	33%	11%
Geometry/Algebra/Advanced Math	11%	56%	33%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	11%	22%	67%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	11%	22%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	11%	56%	33%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	100%
Pharmacy software package, E-mail, and computer-to-computer systems.	

### Licensing Requirements

This occupation requires graduation from a recognized college of pharmacy with a Bachelor of Science in pharmacy or equivalent, 1,500 hours of intern experience, passing of the examination. License is issued by the state Pharmacy Board.

**9 Firms Responding**  
**16 Jobs Represented**

### Increasingly Important Skills Reported

Ability to handle multiple tasks, knowledge of cost effective alternatives. Work well under pressure, ability to work as part of a team, ability to handle difficult customers, and good work ethics.

### Skills/Qualifications in Short Supply

Customer service, ability to work well with HMOs, communication with other professionals,

## OTHER INFORMATION

### Promotional Opportunities

Many firms (44%) reported promoting to other positions when available: Pharmacy Manager, Director of Pharmacy, and Co-Owner.

### Skills Important for Career Advancement

Customer service/public relations skills, management and leadership skills. Knowledge of pathologies, medical terminology, pharmacological biopharmaceutical principles.

### Union Employment

Firms:	22%
Employees:	19%

### Employment Type/Hours

Most employees work full-time averaging 45 hours per week. Some employees work temporary or on-call, both averaging 7 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	43%
New Positions	14%
Temporary	43%

### Employer Screening Methods

Drug Testing	44%	Medical/Physical	11%
Aptitude Testing	0%	Police/Background	11%
DMV Printout	11%	Reference check	78%
Other: Verify education and license			67%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# SALESPERSONS, RETAIL (Except Vehicle Sales)

OES CODE: 490112

Alternative Title: Sales Support, Team Members,  
Sales Associates, Trades People, Sales

## Recruitment Methods

In-house Promotion or Transfer	80%
Employee Referrals	100%
Newspaper Ads	13%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	33%

## DEFINITION

Retail Salespersons (except vehicle sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

## SIZE OF OCCUPATION

*Occupation Size:* Very Large

*Gender by Percentage of employees represented:*

Male 31% Female 69%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 2.8%

*Growth:* Much Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

No Data Available for This Occupation

## WAGES AND BENEFITS

### Non-union and Union\*

	Range	Median
New hire, no experience	\$ 5.80 - \$ 6.75	\$ 6.25
New hire, experienced	\$ 6.00 - \$10.00	\$ 7.00
3+ yrs experience w/firm	\$ 6.75 - \$12.50	\$ 9.00

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	13%	60%
Dental Insurance	7%	47%
Vision Insurance	13%	40%
Life Insurance	40%	20%
Sick Leave	73%	13%
Vacation	87%	7%
Retirement Plan	7%	33%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# SALESPERSONS, RETAIL (Except Vehicle Sales)



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	7%
High school or equivalent	87%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	33%	20%	47%

Training can substitute for experience:	75%	25%	N/A
---	-----	-----	-----

Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 6 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	7%	80%	13%
Record keeping	40%	47%	13%
Working independently	53%	47%	0%
Working under pressure	33%	67%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	20%	13%	67%
Compute %/discounts/statistics	40%	33%	27%
Geometry/Algebra/Advanced Math	0%	7%	93%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	27%	6%	67%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	13%	13%	74%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	67%	33%	0%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	29%
Desktop Publishing	0%
Other: Retail store software: inventory staff scheduling, vendor info, billing etc. Internet use.	71%

**15 Firms Responding**  
**588 Jobs Represented**

### Increasingly Important Skills Reported

Communication skills, positive attitude, excellent service to customer, math skills, use of cash register, deal with difficult customers knowledge of company products, and negotiating skills.

### Skills/Qualifications in Short Supply

Communication skills, English language proficiency, organizational skills, knowledge of product lines. Adapt to schedule needs, focus on company goals.

## OTHER INFORMATION

### Promotional Opportunities

Almost all firms (87%) reported promoting to other positions when available: General Manager, Store Manager, Department Manager, Team Leader, and Sales Manager.

### Skills Important for Career Advancement

Customer service, positive attitude, sales abilities, knowledge of product lines, bilingual-English/Spanish.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Many employees work full time, averaging 40 hours per week or part time averaging 19 hours per week. A few employees work temporary/on call averaging 6 hours per week, or seasonal averaging 8 hours/week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	13%
Employees Leaving	69%
New Positions	17%
Temporary	1%

### Employer Screening Methods

Drug Testing	60%	Medical/Physical	20%
Aptitude Testing	0%	Police/Background	13%
DMV Printout	33%	Reference check	93%
Other: T.B. test			13%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# SYSTEMS ANALYSTS - ELECTRONIC DATA PROCESSING

OES CODE: 251020

Alternative Title: Programmer, Program Analyst, Vice President of Data Processing, System Administrator

## Recruitment Methods

In-house Promotion or Transfer	50%
Employee Referrals	25%
Newspaper Ads	75%
Private Employment Agencies	0%
Employment Development Dept.	50%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	50%
Trade Journals	0%
Internet	25%
Colleges/Universities	0%
Other: (word of mouth)	25%

## DEFINITION

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Please do not include persons working primarily as engineers, mathematicians, programmers, or scientists.

## SIZE OF OCCUPATION

*Occupation Size:* Small

*Gender by Percentage of Employees Represented:*  
Male 83% Female 17%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

*Projected Job Growth Rate:* 50.0%

*Growth:* Much Faster Than Average

Most employers reported stable demand in this occupation during the last year. For the next two years, many employers reported expecting demand to grow.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

*Experienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

*Inexperienced:* Employers report it is very difficult to find qualified applicants. This means that employer demand is considerably greater than supply of qualified applicants, and that often employers often cannot find qualified applicants when an opening exists.

## WHERE THE JOBS ARE

Federal Government  
Computer and Data Processing Services  
Local Government, Except Hospitals and Education  
State Government, Except Hospitals and Education  
Colleges and Universities

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	----- Insufficient data -----	
New hire, experienced	\$10.00 - \$ 40.27	\$26.33
3+ yrs experience w/firm	\$15.00 - \$ 48.33	\$29.95

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

	Full Time	
	Employer Pays All	Share Cost
Medical Insurance	50%	25%
Dental Insurance	25%	25%
Vision Insurance	25%	25%
Life Insurance	75%	0%
Sick Leave	75%	0%
Vacation	75%	0%
Retirement Plan	50%	25%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



## EMPLOYER REQUIREMENTS

## Minimum Level of Education Firms Require

Less than high school	0%
High school or equivalent	0%
A. A. degree	50%
Bachelor degree	50%
Graduate	0%

## Training and Experience

	YES	NO	PREFERRED
Work experience required:	50%	0%	50%

Training can substitute for experience:	0%	100%	N/A
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Employers prefer applicants with 12 - 48 months experience.

Employers do not accept training as a substitute for work.

## Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	100%	0%	0%
Record keeping	100%	0%	0%
Working independently	75%	25%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	75%	25%	0%
Compute %/discounts/statistics	25%	75%	0%
Geometry/Algebra/Advanced Math	25%	75%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	25%	0%	75%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	25%	75%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	25%	0%	75%

\* Percentage based on employers responding to this question

## Computer Skills

Employers reported applicants needing to have experience in the following software:

Type of Software	Percentage of All Firms
Word Processing	25%
Spreadsheet	75%
Database	75%
Desktop Publishing	0%
Other: Various accounting software, SAP (C++)	75%

**4 Firms Responding**  
**6 Jobs Represented**

## Increasingly Important Skills Reported

Identify system problems, ability to think logically, technical writing, competency in mathematics, knowledge of network systems and internet technologies, interpersonal skills, ability to work on a team, and communication skills.

## Skills/Qualifications in Short Supply

Availability/communication with others, knowledge of company operational procedures.

## OTHER INFORMATION

## Promotional Opportunities

Some firms (25%) reported promoting to other positions when available: Computer Systems Engineer.

## Skills Important for Career Advancement

Analytical skills, communication skills, network systems, and advanced mathematics.

## Union Employment

Firms:	0%
Employees:	0%

## Employment Type/Hours

Most employees work full-time, averaging 40 hours per week. Some employees work part-time, averaging 26 hours per week.

## Vacancies Filled within the Last 12 Months resulted from:

Promotions	0%
Employees Leaving	0%
New Positions	100%
Temporary	0%

## Employer Screening Methods

Drug Testing	75%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	25%
DMV Printout	75%	Reference check	100%
Other: Verify Education/training			75%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# TRUCK DRIVERS - Heavy or Tractor Trailer

OES CODE: 971020

Alternative Title: Front Loaders, Combination Driver, Line Driver, Local Driver, Feeder Driver

## Recruitment Methods

In-house Promotion or Transfer	24%
Employee Referrals	94%
Newspaper Ads	35%
Private Employment Agencies	0%
Employment Development Dept.	29%
School, Program Referrals	0%
Union Hall Referrals	6%
Walk-in Applicants	88%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

## DEFINITION

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form.

## SIZE OF OCCUPATION

Occupation Size: Very Large

Gender by Percentage of Employees Represented:  
Male 100% Female 0%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Average  
Growth: 10.2%

Most employers reported stable demand in this occupation during the last year. For the next two years, most employers reported expecting demand to remain stable.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Inexperienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## WHERE THE JOBS ARE

Trucking & Courier Services, Except Air  
Concrete, Gypsum, and Plaster Products  
Local Government, Except Hospitals & Education  
Gold & Silver Ores  
Petroleum and Petroleum Products

## WAGES AND BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 7.50 - \$ 8.50	\$ 7.75
New hire, experienced	\$ 7.00 - \$12.00	\$ 9.00
3+ yrs experience w/firm	\$ 9.00 - \$15.00	\$ 12.00

Union	Range	Median
New hire, no experience	- - - Insufficient Data - - -	
New hire, experienced	\$ 10.00 - \$13.50	\$ 11.00
3+ yrs experience w/firm	\$ 12.00 - \$16.50	\$ 14.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	53%	35%
Dental Insurance	29%	35%
Vision Insurance	29%	35%
Life Insurance	65%	6%
Sick Leave	88%	0%
Vacation	88%	0%
Retirement Plan	18%	24%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.

# TRUCK DRIVERS - Heavy or Tractor Trailer



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	53%
High school or equivalent	47%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	70%	6%	24%

Training can substitute for experience:	25%	36%	N/A
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Employers prefer applicants with 12 - 36 months work experience.

Employers prefer applicants with 8 - 12 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	41%	59%	0%
Record keeping	71%	23%	6%
Working independently	71%	29%	0%
Working under pressure	47%	47%	6%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	29%	18%	53%
Compute %/discounts/statistics	0%	24%	76%
Geometry/Algebra/Advanced Math	0%	12%	88%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	29%	71%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	35%	65%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	23%	65%	12%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants *not* needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%

### Licensing Requirements

Persons operating a commercial vehicle for a fee need to have a Class A or B Commercial License, dependent upon the firm's business needs.

**17 Firms Responding**  
**175 Jobs Represented**

### Increasingly Important Skills Reported

Good DMV driving record, observance of safety issues, customer service, correct load and unload of freight, dependable, math skills, write legibly and some truck repair.

### Skills/Qualifications in Short Supply

Proper completion of paperwork, observance of safety procedures, proper tie-downs of loads, care of equipment, personal presentation, and English language proficiency.

## OTHER INFORMATION

### Promotional Opportunities

Some firms (29%) reported promoting to other positions when available: Transport Supervisor, Management, Sales, transfer to other departments.

### Skills Important for Career Advancement

Excellent driving record, communication skills, interpersonal skills, knowledgeable to types of trailers, ability to safely maximize loading capacity, reading, writing and math skills.

### Union Employment

Firms:	24%
Employees :	17%

### Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 25 hours per week.

### Vacancies Filled within the Last 12 Months resulted from:

Promotions	3%
Employees Leaving	71%
New Positions	26%
Temporary	0%

### Employer Screening Methods

Drug Testing	82%	Medical/Physical	47%
Aptitude Testing	0%	Police/Background	12%
DMV Printout	94%	Reference check	100%
Other: Verify Class A license and DMV Healthcard.			47%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# WELDERS AND CUTTERS

OES CODE: 939140

Alternative Title: Combination Welder,  
Journeyman Welder, Lead Welder, ARC Welder

## DEFINITION

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

## SIZE OF OCCUPATION

Occupation Size: Medium

Gender by Percentage of Employees Represented:  
Male 100% Female 0%

## PROJECTIONS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Projected Job Growth Rate: Faster Than Average  
Growth: 14.3%

Most employers reported stable demand in this occupation during the last year. For the next two years, almost all employers reported expecting demand to remain.

## SUPPLY AND DEMAND

### How Difficult is it to Find Applicants?

**Experienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

**Inexperienced:** Employers report it is moderately difficult to find qualified applicants. This means that employer demand is somewhat greater than the supply of qualified applicants, and that employers may have some difficulty finding qualified applicants at times.

## Recruitment Methods

In-house Promotion or Transfer	40%
Employee Referrals	80%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	20%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other: (word of mouth)	47%

## WHERE THE JOBS ARE

Misc. Special Trade Contractors  
Miscellaneous Repair Shops  
Farm & Garden Machinery  
Concrete, Gypsum and Plaster Products

## WAGES AND BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 6.50 - \$10.50	\$ 7.80
New hire, experienced	\$ 6.50 - \$13.50	\$ 8.70
3+ yrs experience w/firm	\$ 9.00 - \$16.00	\$12.00

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	7%	67%
Dental Insurance	0%	73%
Vision Insurance	0%	73%
Life Insurance	47%	13%
Sick Leave	80%	0%
Vacation	80%	0%
Retirement Plan	7%	13%
Child Care	0%	0%
Other	0%	0%

\* Percentage is based on number of employers offering benefits and responding to this question.



# WELDERS AND CUTTERS



## EMPLOYER REQUIREMENTS

### Minimum Level of Education Firms Require

Less than high school	7%
High school or equivalent	93%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### Training and Experience

	YES	NO	PREFERRED
Work experience required:	27%	7%	67%

Training can substitute for experience:	79%	21%	N/A
---	-----	-----	-----

Employers prefer applicants with 12 - 24 months work experience.

Employers prefer applicants with 6 - 18 months training.

### Basic Skills \*

	Very Important	Important	Not Important
Analytical skills	53%	47%	0%
Record keeping	33%	40%	27%
Working independently	87%	13%	0%
Working under pressure	47%	53%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	93%	7%	0%
Compute decimals/fractions	87%	13%	0%
Compute %/discounts/statistics	0%	20%	80%
Geometry/Algebra/Advanced Math	33%	40%	27%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	27%	73%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	33%	67%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	13%	67%	20%

\* Percentage based on employers responding to this question

### Computer Skills

Employers reported applicants not needing to have experience in software:

Type of Software:	Percentage of All Firms:
Word Processing	0%
Spreadsheet	0%
Database	0%
Desktop Publishing	0%
Other:	0%

**15 Firms Responding**  
**96 Jobs Represented**

### Increasingly Important Skills Reported

Mechanical aptitude, read and follow directions, accuracy/precision, math skills, common sense, knowledge of different welding materials, and dependable.

### Skills/Qualifications in Short Supply

Working with specialty materials and processes, welding certificate, writing skills and English language proficiency.

## OTHER INFORMATION

### Promotional Opportunities

Many firms (47%) reported promoting to other positions when available: Supervisor, and Lead Welder.

### Skills Important for Career Advancement

Read and follow directions. Ability to do arc welding, and read blue prints. Knowledge of different welding metals/equipment/tools, knowledge of farm equipment, knowledge of geothermal pipe fabrication. Accuracy and precision. Mechanical aptitude.

### Union Employment

Firms:	0%
Employees:	0%

### Employment Type/Hours

Almost all employees work full-time, averaging 40 hours per week. A few employees work part-time, averaging 30 hours per week, or temporary/on call, average 40 hours per week.

### Vacancies Filled within the Last 12 Months

resulted from:

Promotions	0%
Employees Leaving	64%
New Positions	36%
Temporary	0%

### Employer Screening Methods

Drug Testing	73%	Medical/Physical	13%
Aptitude Testing	0%	Police/Background	0%
DMV Printout	67%	Reference check	93%
Other: Verify training/certification			13%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

## **OCCUPATIONS SURVEYED IN 1999**

## **YEAR 1999 OCCUPATIONS**

1. Cooks, Specialty Fast Food
2. Correction Officers and Jailers
3. Food Service Managers
4. Human Service Workers
5. Industrial Truck and Tractor Operators
6. Janitors and Cleaners
7. Maids and Housekeeping Cleaners
8. Paving, Surfacing, and Tamping Equipment Operators
9. Police Patrol Officers
10. Receptionists and Information Clerks
11. Sheriffs and Deputy Sheriffs
12. Stock Clerks – Sales Floor
13. Teachers - Secondary School
14. Teachers - Special Education
15. Traffic, Shipping, and Receiving Clerks



# COOKS - SPECIALTY FAST FOOD

**OES CODE: 650320**

**Alternative Title: Cooks, and Crew Personnel**

## Where The Jobs Are

Eating and Drinking Places 98.5%

## DEFINITION

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

## WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 5.75	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 8.00	\$ 6.50
3+ yrs experience w/firm	\$ 5.75 - \$ 9.25	\$ 7.00

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Large

Projected Job Growth Rate: 11.8%

Growth: Faster Than Average

## SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and many employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

**Vacancies filled within the last 12 months** were 119 resulting from:

Promotions	21%
Employees Leaving	77%
New Positions	2%
Temporary	0%

Almost all responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

### Fringe Benefits\*

### Employer Pays All

	Full Time	Part Time
Medical Insurance	20%	7%
Dental Insurance	13%	0%
Vision Insurance	7%	0%
Life Insurance	20%	7%
Sick Leave	13%	7%
Vacation	33%	0%
Retirement Plan	13%	7%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Most employees work full-time averaging 38 hours per week. Some employees work part-time averaging 25 hours per week.

### Gender by percentage of employees represented:

Male 59% Female 41%

### Union Employment:

None reported

# COOKS - SPECIALTY FAST FOOD



**15 Firms Responding**  
**240 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	67%
High school or equivalent	33%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	19%	75%	6%
Record keeping	19%	56%	25%
Working independently	69%	19%	12%
Working under pressure	94%	0%	6%
Add/subtract 2+ digit numbers	75%	25%	0%
Multiply/divide	50%	31%	19%
Compute decimals/fractions	6%	25%	69%
Compute %/discounts/statistics	12%	19%	69%
Geometry/Algebra/Advanced Math	6%	6%	87%
Read/comprehend info in English	62%	31%	6%
Read/comprehend info in Spanish	19%	50%	31%
Write effectively in English	56%	25%	19%
Write effectively in Spanish	19%	19%	62%
Orally communicate in English	56%	31%	12%
Orally communicate in Spanish	25%	56%	19%

## COMPUTER SKILLS

A few employers reported applicants needing to utilize software for placing customer food orders and for inventory purposes.

## OTHER

*Increasingly important skills reported by employers:*  
ability to handle multiple tasks, good work ethics and ability to work as part of a team.

*Qualifications/skills in short supply by applicants:*  
ability to work as part of a team, customer service, speed/sense of urgency to complete multiple food orders, experience, self-direction, working well with waitresses and basic computer knowledge.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	27%	13%	60%
Training can substitute for experience:	85%	15%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 3 - 12 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	25%	Medical/Physical	6%
Aptitude Testing	0%	Police/Background	12%
DMV Printout	12%	Reference check	62%
Other: Health card			73%

## Recruitment Methods:

In-house Promotion or Transfer	67%
Employee Referrals	73%
Newspaper Ads	20%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	40%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# CORRECTION OFFICERS AND JAILERS

**OES CODE: 630170**

**Alternative Title: Correctional Officers**

## Where The Jobs Are

State Gov., Exc Hospital & Education 92.1%

## DEFINITION

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large

Projected Job Growth Rate: 15.2%

Growth: Faster Than Average

## SUPPLY AND DEMAND

Most employers reported growing demand in this occupation during the last year and all employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

**Vacancies filled within the last 12 months** were 103 resulting from:

Promotions	19%
Employees Leaving	47%
New Positions	34%
Temporary	0%

All responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

## WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 10.68 - \$ 12.57	\$ 11.63
New hire, experienced	\$ 10.68 - \$ 12.57	\$ 11.63
3+ yrs experience w/firm	\$ 11.78 - \$ 13.81	\$ 12.80

\*All wages reported are union wages.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Fringe Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	0%	100%
Dental Insurance	50%	50%
Vision Insurance	100%	0%
Life Insurance	50%	0%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	0%	100%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Almost all employees work full-time averaging 40 hours per week. A few temporary employees work an average of 40 hours per week.

### Gender by percentage of employees represented:

Male 76% Female 24%

### Union Employment:

Firms	100%
Employees	100%

# CORRECTION OFFICERS AND JAILERS



**2 Firms Responding  
699 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	50%	50%	0%
Record keeping	0%	50%	50%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	50%	50%	0%
Multiply/divide	0%	50%	50%
Compute decimals/fractions	0%	0%	100%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	50%	50%	0%
Read/comprehend info in Spanish	0%	50%	50%
Write effectively in English	50%	50%	0%
Write effectively in Spanish	0%	0%	100%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	50%	50%

## COMPUTER SKILLS

All employers reported applicants do not need computer skills.

## OTHER

*Increasingly important skills reported by employers:*  
ability to follow policies and procedures, and supervisory skills.

*Qualifications/skills in short supply by applicants:*  
clean background, good financial credit history and no criminal record.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	50%	50%
Training can substitute for experience:	100%	0%	N/A

Employers prefer applicants with 6 months experience.

Employers prefer applicants with 6 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	50%	Police/Background	100%
DMV Printout	50%	Reference check	100%
Other: Polygraph, treadmill and credit check			100%

### Recruitment Methods:

In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (recruitment fairs)	100%

## LOCAL TRAINING PROVIDED

No training available locally for this occupation.



# FOOD SERVICE MANAGERS

**OES CODE: 150261**

**Alternative Title: General Managers,  
and Restaurant Managers**

## Where The Jobs Are

Eating and Drinking Places	56.3%
Elementary & Secondary Schools	25.0%

## DEFINITION

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Medium  
Projected Job Growth Rate: 10%  
Growth: Average

## SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

**Vacancies filled within the last 12 months** were 11 resulting from:

Promotions	36%
Employees Leaving	45%
New Positions	18%
Temporary	0%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

## WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.00	\$ 6.00
New hire, experienced	\$ 6.28 - \$ 12.27	\$ 8.00
3+ yrs experience w/firm	\$ 6.90 - \$ 14.38	\$ 11.51

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Fringe Benefits\*

### Full Time

	Employer Pays	Share Cost
Medical Insurance	20%	20%
Dental Insurance	13%	20%
Vision Insurance	7%	20%
Life Insurance	27%	13%
Sick Leave	20%	13%
Vacation	53%	0%
Retirement Plan	13%	13%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Most employees work full-time averaging 43 hours per week. Some employees work part-time averaging 27 hours per week.

### Gender by percentage of employees represented:

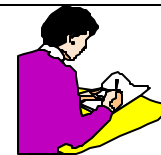
Male 53% Female 47%

### Union Employment:

None reported



# FOOD SERVICE MANAGERS



## EDUCATION

Minimum level of education firms require:

Less than high school	7%
High school or equivalent	80%
A. A. degree	13%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	53%	40%	7%
Record keeping	60%	40%	0%
Working independently	80%	6%	14%
Working under pressure	93%	0%	7%
Add/subtract 2+ digit numbers	80%	13%	7%
Multiply/divide	53%	33%	13%
Compute decimals/fractions	53%	13%	33%
Compute %/discounts/statistics	47%	26%	26%
Geometry/Algebra/Advanced Math	7%	46%	46%
Read/comprehend info in English	87%	6%	6%
Read/comprehend info in Spanish	14%	57%	29%
Write effectively in English	80%	7%	13%
Write effectively in Spanish	20%	27%	53%
Orally communicate in English	73%	20%	7%
Orally communicate in Spanish	40%	47%	13%

### COMPUTER SKILLS

Most employers reported applicants need to utilize software for placing customer food orders and for inventory purposes.

### OTHER

*Increasingly important skills reported by employers:* customer service, initiative and bookkeeping skills.

*Qualifications/skills in short supply by applicants:* broader management skills, customer service, speed in completing tasks, and ability to work as part of a team.

**15 Firms Responding**  
**81 Jobs Represented**

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	33%	13%	53%

Training can substitute for experience: 62% 38% N/A

Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 12 - 24 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	20%	Medical/Physical	7%
Aptitude Testing	0%	Police/Background	7%
DMV Printout	7%	Reference check	60%
Other: Health card and T.B. skin test			45%

### Recruitment Methods:

In-house Promotion or Transfer	47%
Employee Referrals	87%
Newspaper Ads	27%
Private Employment Agencies	0%
Employment Development Dept.	7%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	80%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# HUMAN SERVICE WORKERS

**OES CODE: 273080**

**Alternative Titles: Family Care Parents, Case Managers and Prevention Specialists**

## Where The Jobs Are

Residential Care	46.2%
Individual & Family Services	33.8%

## DEFINITION

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians.

## WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 7.00 - \$ 11.24	\$ 8.00
New hire, experienced	\$ 7.25 - \$ 18.53	\$ 8.98
3+ yrs experience w/firm	\$ 7.50 - \$ 22.00	\$10.02

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997- 2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Medium  
Projected Job Growth Rate: 40.0%  
Growth: Much Faster Than Average

### Fringe Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	67%	8%
Dental Insurance	42%	8%
Vision Insurance	25%	0%
Life Insurance	42%	0%
Sick Leave	75%	0%
Vacation	67%	0%
Retirement Plan	33%	8%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## SUPPLY AND DEMAND

Many employers reported growing demand in this occupation during the last year, and most employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

**Vacancies filled within the last 12 months** were 48 resulting from:

Promotions	4%
Employees Leaving	19%
New Positions	60%
Temporary	17%

Many responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Most employees work full-time averaging 40 hours per week. Some employees work part-time averaging 28 hours per week. A few employees work temporary averaging 24 hours per week.

### Gender by percentage of employees represented:

Male 36% Female 64%

### Union Employment:

Firms 8%  
Employees 9%

# HUMAN SERVICE WORKERS



**12 Firms Responding**  
**56 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	25%
A. A. degree	33%
Bachelor degree	17%
Graduate	25%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	50%	33%	17%
Record keeping	67%	25%	8%
Working independently	67%	33%	0%
Working under pressure	58%	33%	8%
Add/subtract 2+ digit numbers	36%	45%	18%
Multiply/divide	27%	45%	27%
Compute decimals/fractions	25%	42%	33%
Compute %/discounts/statistics	17%	50%	33%
Geometry/Algebra/Advanced Math	0%	58%	42%
Read/comprehend info in English	92%	8%	0%
Read/comprehend info in Spanish	42%	50%	8%
Write effectively in English	83%	17%	0%
Write in Spanish	33%	50%	17%
Orally communicate in English	92%	8%	0%
Orally communicate in Spanish	33%	58%	8%

## COMPUTER SKILLS

Almost all employers reported seeking applicants with word processing skills.

## OTHER

*Increasingly important skills reported by employers:* counseling, flexibility, and organizational skills.

*Qualifications/skills in short supply by applicants:* writing effectively in English for case records documentation.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	67%	8%	25%

Training can substitute for experience:	55%	45%	N/A
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Employers prefer applicants with 12 - 24 months experience.

Employers prefer applicants with 6 - 9 months of training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	42%	Medical/Physical	50%
Aptitude Testing	0%	Police/Background	83%
DMV Printout	25%	Reference Check	83%
Other: Fingerprint, & T.B. skin test			20%

## Recruitment Methods:

In-house Promotion or Transfer	58%
Employee Referrals	67%
Newspaper Ads	83%
Private Employment Agencies	17%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	17%
Colleges/Universities	17%
Other (newsletter)	8%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# INDUSTRIAL TRUCK & TRACTOR OPERATORS

**OES CODE: 979470**

**Alternate Title: Warehouseman, Truck Operator, Truck Driver, Forklift Operator, and Forklift Driver**

## DEFINITION

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Small

Projected Job Growth Rate: 0.0%\*

Growth: Remain Stable

\*Projected growth rate does not reflect anticipated growth in this occupation related to enactment of the North American Free Trade Agreement.

## SUPPLY AND DEMAND

Many employers reported growing demand in this occupation during the last year and many employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

**Vacancies filled within the last 12 months were 61 resulting from:**

Promotions	15%
Employees Leaving	15%
New Positions	30%
Temporary	41%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

### Where The Jobs Are

Sugar & Confectionary Products	23.5%
Local Gov., , Exc Hospital & Education	13.7%
Grocery Stores	7.8%
Grain Mill Products	5.9%
Lumber & Other Bldg. Materials	5.9%
Misc. Non-durable Goods	5.9%
Federal Government	3.9%
Trucking & Courier Services	3.9%

## WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 10.83	\$ 7.00
New hire, experienced	\$ 5.75 - \$ 11.25	\$ 8.00
3+ yrs experience w/firm	\$ 6.00 - \$ 12.74	\$ 8.00

\*All employers reported non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Fringe Benefits\*

### Full Time

	Employer Pays All	Not Provided
Medical Insurance	25%	25%
Dental Insurance	8%	25%
Vision Insurance	8%	25%
Life Insurance	25%	17%
Sick Leave	17%	17%
Vacation	42%	8%
Retirement Plan	8%	25%
Child Care	0%	8%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Most employees work full-time averaging 50 hours per week. A few employees work part-time averaging 24 hours per week. Some seasonal employees work average 49 hours per week.

### Gender by percentage of employees represented:

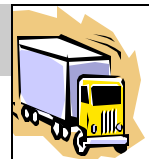
Male 100% Female 0%

**Union Employment:** None reported

**Special Licensing Required:** See California Commercial Driving Handbook, Section 1.4

For additional information contact the Commercial Driving License Office of the Department of Motor Vehicle, Box 944278, MS-J254, Sacramento, CA 94278 (916) 657-5771 Must be 18 yrs of age; 21 for interstate commerce.

# INDUSTRIAL TRUCK & TRACTOR OPERATORS



## EDUCATION

Minimum level of education firms require:

Less than high school	46%
High school or equivalent	54%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	23%	38%	38%
Record keeping	54%	15%	31%
Working independently	77%	23%	0%
Working under pressure	61%	38%	0%
Add/subtract 2+ digit numbers	69%	31%	0%
Multiply/divide	61%	31%	8%
Compute decimals/fractions	23%	31%	46%
Compute %/discounts/statistics	15%	0%	85%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	77%	23%	0%
Read/comprehend info in Spanish	8%	54%	38%
Write effectively in English	61%	23%	15%
Write effectively in Spanish	7%	31%	61%
Orally communicate in English	77%	23%	0%
Orally communicate in Spanish	8%	46%	46%

## COMPUTER SKILLS

A few employers reported seeking applicants with word processing skills.

## OTHER

*Increasingly important skills reported by employers:* punctuality, and the ability to read and write English.

*Qualifications/skills in short supply by applicants:* handling of heavy equipment, background in agriculture, math skills, customer service oriented, record keeping, common sense, and the ability to follow directions.

**13 Firms Responding**  
**281 Jobs Represented**

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	46%	0%	54%
Training can substitute for experience:	38%	62%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

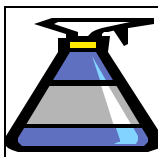
Drug Testing	85%	Medical/Physical	38%
Aptitude Testing	10%	Police/Background	30%
DMV Printout	73%	Reference check	77%
Other: DMV yearly drug screening			33%

## Recruitment Methods:

In-house Promotion or Transfer	54%
Employee Referrals	77%
Newspaper Ads	38%
Private Employment Agencies	8%
Employment Development Dept.	31%
School, Program Referrals	8%
Union Hall Referrals	0%
Walk-in Applicants	69%
Trade Journals	0%
Internet	0%
Colleges/Universities	8%
Other (word of mouth)	15%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# JANITORS AND CLEANERS - Except Maids & Housekeeping Cleaners

**OES CODE: 670050**

**Alternative Title: Custodian & Maintenance Worker.**

## Where The Jobs Are

Services to Buildings	59.7%
Elementary & Secondary Schools	15.1%
Eating and Drinking Places	2.3%

## DEFINITION

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks. Does not include Maids and Housekeepers.

## WAGES AND FRINGE BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 5.75 - \$ 6.97	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 6.97	\$ 6.00
3+ yrs experience w/firm	\$ 5.75 - \$ 8.00	\$ 6.74

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large  
Projected Job Growth Rate: 12.9%  
Growth: Faster Than Average

Union	Range	Median
New hire, no experience	\$ 6.00 - \$ 9.73	\$ 9.63
New hire, experienced	\$ 6.50 - \$ 9.73	\$ 9.63
3+ yrs experience w/firm	\$ 7.00 - \$11.15	\$10.71

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

### Fringe Benefits\*

### Employer Pays All

	Full Time	Part Time
Medical Insurance	47%	7%
Dental Insurance	40%	7%
Vision Insurance	47%	7%
Life Insurance	40%	7%
Sick Leave	47%	7%
Vacation	60%	7%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Most employees work full-time averaging 40 hours per week. A few employees work part-time averaging 28 hours per week, temporary averaging 25 hours per week, or seasonal averaging 35 hours per week.

### Gender by percentage of employees represented:

Male 85% Female 15%

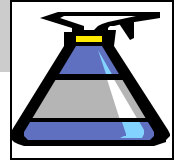
### Union Employment:

Firms 20%  
Employees 48%

**Vacancies filled within the last 12 months** were 22 resulting from:

Promotions	18%
Employees Leaving	23%
New Positions	32%
Temporary	27%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.



**15 Firms Responding**  
**108 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	40%
High school or equivalent	60%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	13%	20%	67%
Record keeping	27%	13%	60%
Working independently	86%	6%	7%
Working under pressure	53%	13%	33%
Add/subtract 2+ digit numbers	13%	46%	40%
Multiply/divide	6%	33%	60%
Compute decimals/fractions	0%	40%	60%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	53%	33%	13%
Read/comprehend info in Spanish	47%	40%	13%
Write effectively in English	40%	47%	13%
Write effectively in Spanish	20%	53%	27%
Orally communicate in English	67%	33%	0%
Orally communicate in Spanish	46%	46%	7%

### COMPUTER SKILLS

A few employers reported seeking applicants with word processing skills.

### OTHER

*Increasingly important skills reported by employers:*  
ability to use cleaning or chemicals properly and knowledge of safety regulations.

*Qualifications/skills in short supply by applicants:*  
ability to speak English, good personal grooming, initiative, punctuality, professionalism, and following directions well.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	20%	27%	53%
Training can substitute for experience:	45%	55%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	33%	Medical/Physical	21%
Aptitude Testing	7%	Police/Background	53%
DMV Printout	40%	Reference check	73%
Other: Fingerprints and child abuse background check			43%

### Recruitment Methods:

In-house Promotion or Transfer	27%
Employee Referrals	80%
Newspaper Ads	60%
Private Employment Agencies	0%
Employment Development Dept.	27%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	27%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.





# MAIDS AND HOUSEKEEPING CLEANERS

**OES CODE: 670020**

**Alternative Title: Housekeeper, Laundry Person, and Laundry Maintenance**

## Where The Jobs Are

Hotels & Motels	45.1%
Hospitals	17.3%
Nursing & Personal Care Facilities	6.9%
Residential Care	6.4%

## DEFINITION

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

## WAGES AND FRINGE BENEFITS

Non-union and Union*	Range	Median
New hire, no experience	\$ 5.75 - \$ 6.50	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 6.50	\$ 5.75
3+ yrs experience w/firm	\$ 6.25 - \$ 7.22	\$ 6.75

\*All employers reported Non-union wages only.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Large

Projected Job Growth Rate: 6.3%

Growth: Slower Than Average

## SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		X
Not Difficult	X	

**Vacancies filled within the last 12 months** were 34 resulting from:

Promotions	0%
Employees Leaving	100%
New Positions	0%
Temporary	0%

Many responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

### Fringe Benefits\*

### Employer Pays All

	Full Time	Part Time
Medical Insurance	27%	0%
Dental Insurance	27%	0%
Vision Insurance	18%	0%
Life Insurance	18%	9%
Sick Leave	27%	0%
Vacation	27%	9%
Retirement Plan	18%	9%
Child Care	0%	0%
Other	9%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Many employees work full-time averaging 40 hours per week or part-time averaging 20 hours per week. A few employees work temporary averaging 20 hours per week.

### Gender by percentage of employees represented:

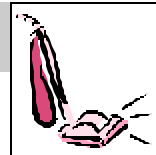
Male 13% Female 87%

### Union Employment:

None reported



# MAIDS AND HOUSEKEEPING CLEANERS



## EDUCATION

Minimum level of education firms require:

Less than high school	73%
High school or equivalent	27%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	30%	20%	50%
Record keeping	18%	27%	54%
Working independently	91%	9%	0%
Working under pressure	54%	27%	18%
Add/subtract 2+ digit numbers	18%	18%	64%
Multiply/divide	18%	18%	64%
Compute decimals/fractions	20%	10%	70%
Compute %/discounts/statistics	0%	0%	100%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	45%	45%	9%
Read/comprehend info in Spanish	27%	73%	0%
Write effectively in English	27%	45%	27%
Write effectively in Spanish	9%	64%	27%
Orally communicate in English	45%	54%	0%
Orally communicate in Spanish	27%	64%	9%

## COMPUTER SKILLS

All employers reported applicants do not need computer skills.

## OTHER

*Increasingly important skills reported by employers:* honesty, customer service, and knowledge of the use of cleaning chemicals.

*Qualifications/skills in short supply by applicants:* ability to speak English, initiative, following directions well, and understanding the importance of job duties and responsibilities.

**11 Firms Responding**  
**77 Jobs Represented**

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	27%	73%

Training can substitute for experience:	75%	25%	N/A
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Employers prefer applicants with 3 - 6 months experience.

Employers prefer applicants with 3 - 6 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	27%	Medical/Physical	36%
Aptitude Testing	9%	Police/Background	27%
DMV Printout	10%	Reference check	55%
Other: Fingerprints and T.B. skin test			25%

## Recruitment Methods:

In-house Promotion or Transfer	0%
Employee Referrals	73%
Newspaper Ads	18%
Private Employment Agencies	0%
Employment Development Dept.	18%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other (word of mouth)	82%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# PAVING, SURFACING AND TAMPING EQUIPMENT OPERATORS

**OES CODE: 877080**

**Alternative Title: Stripping & Sign I/II,  
Maintenance Worker and Laborers**

## Where The Jobs Are

State Gov., Exc Hospital & Education	63.1%
Local Gov., Exc Hospital & Education	22.7%

## DEFINITION

Paving, Surfacing, and Tamping Equipment Operators operate equipment used for applying concrete, asphalt, or other materials to road beds, parking lots, or airport runways and taxiways, or equipment used for tamping gravel, dirt or other materials. Included are such equipment operators as Concrete and Asphalt Paving Machine Operators, Form Tampers, Tamping Machine Operators, and Stone Spreader Operators.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Large

Projected Job Growth Rate: 7.7%

Growth: Slower Than Average

## SUPPLY AND DEMAND

Most employers reported growing demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

**Vacancies filled within the last 12 months** were 16 resulting from:

Promotions	31%
Employees Leaving	13%
New Positions	56%
Temporary	0%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

## WAGES AND FRINGE BENEFITS

Non-union	Range	Median
New hire, no experience	\$ 6.00 - \$ 7.50	\$ 6.75
New hire, experienced	\$ 7.50 - \$ 10.00	\$ 8.75
3+ yrs experience w/firm	\$ 9.50 - \$ 18.00	\$13.75
Union		
New hire, no experience	\$ 11.51 - \$ 16.50	\$ 14.01
New hire, experienced	\$ 11.32 - \$ 24.50	\$ 11.51
3+ yrs experience w/firm	\$ 12.48 - \$ 24.50	\$14.38

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Fringe Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	40%	20%
Dental Insurance	40%	0%
Vision Insurance	40%	0%
Life Insurance	20%	40%
Sick Leave	60%	0%
Vacation	60%	0%
Retirement Plan	20%	40%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

All employees work full-time averaging 40 hours per week.

### Gender by percentage of employees represented:

Male 96% Female 4%

### Union Employment:

Firms	60%
Employees	83%



## 5 Firms Responding 119 Jobs Represented

### EDUCATION

Minimum level of education firms require:

Less than high school	60%
High school or equivalent	40%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

### QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	20%	40%	40%
Record keeping	20%	60%	20%
Working independently	40%	60%	0%
Working under pressure	20%	80%	0%
Add/subtract 2+ digit numbers	40%	20%	40%
Multiply/divide	40%	20%	40%
Compute decimals/fractions	20%	20%	60%
Compute %/discounts/statistics	0%	20%	80%
Geometry/Algebra/Advanced Math	0%	0%	100%
Read/comprehend info in English	40%	40%	20%
Read/comprehend info in Spanish	0%	60%	40%
Write effectively in English	60%	20%	20%
Write effectively in Spanish	0%	20%	80%
Orally communicate in English	40%	40%	20%
Orally communicate in Spanish	0%	20%	80%

### COMPUTER SKILLS

A few employers reported seeking applicants with spreadsheet and database skills.

### OTHER

*Increasingly important skills reported by employers:* ability to use manual tools, and knowledge of road application processes.

*Qualifications/skills in short supply by applicants:* skills with various equipment operations, such as using a grader, and experience working outside in hot weather.

### TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	20%	0%	80%
Training can substitute for experience:	80%	20%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 months training.

### OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	80%	Medical/Physical	60%
Aptitude Testing	0%	Police/Background	20%
DMV Printout	100%	Reference check	40%
Other: Must pass civil service exam			33%

#### Recruitment Methods:

In-house Promotion or Transfer	60%
Employee Referrals	60%
Newspaper Ads	40%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	20%
Union Hall Referrals	20%
Walk-in Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	20%
Other (word of mouth)	40%

### LOCAL TRAINING PROVIDED

No training available locally for this occupation.



# POLICE PATROL OFFICERS

OES CODE: 630140

Alternative Title: Community Police Officer, and Sergeant

## Where The Jobs Are

Local Gov., Exc Hospital & Education	65.9%
State Gov., Exc Hospital & Education	21.7%

## DEFINITION

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large  
Projected Job Growth Rate: 15.4%  
Growth: Faster Than Average

## SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to grow over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult		
Not Difficult	X	

Vacancies filled within the last 12 months were 13 resulting from:

Promotions	0%
Employees Leaving	85%
New Positions	15%
Temporary	0%

All responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

## WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 8.25 - \$ 16.06	\$ 12.22
New hire, experienced	\$ 11.72 - \$ 18.13	\$ 13.85
3+ yrs experience w/firm	\$ 12.30 - \$ 27.19	\$ 16.28

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Fringe Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	17%	83%
Dental Insurance	17%	67%
Vision Insurance	17%	67%
Life Insurance	67%	33%
Sick Leave	100%	0%
Vacation	100%	33%
Retirement Plan	33%	67%
Child Care	0%	0%
Other	0%	17%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Almost all employees work full-time averaging 40 hours per week. A few employees work temporary averaging 24 hours per week.

### Gender by percentage of employees represented:

Male 94% Female 6%

### Union Employment:

Firms 83%  
Employees 96%

# POLICE PATROL OFFICERS



**6 Firms Responding**  
**114 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	83%	0%	17%
Record keeping	67%	16%	16%
Working independently	100%	0%	0%
Working under pressure	100%	0%	0%
Add/subtract 2+ digit numbers	50%	50%	0%
Multiply/divide	33%	67%	0%
Compute decimals/fractions	17%	50%	33%
Compute %/discounts/statistics	0%	50%	50%
Geometry/Algebra/Advanced Math	33%	33%	33%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	0%	67%	33%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	0%	67%	33%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	0%	100%	0%

## COMPUTER SKILLS

Many employers reported seeking applicants with word processing skills and most report seeking applicants with law enforcement software skills.

## OTHER

*Increasingly important skills reported by employers:* include typing, community involvement, and willingness to continue education.

*Qualifications/skills in short supply by applicants:* police academy training, dependability, good work ethics, accepting responsibility for own actions, following directions well, and ability to speak Spanish.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	17%	83%
Training can substitute for experience:	100%	0%	N/A

Employers prefer applicants with 7 months experience.

Employers prefer applicants with 5 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	33%	Police/Background	100%
DMV Printout	100%	Reference check	100%
Other : Psychological evaluation by		Mental Health,	100%
		polygraph test and physical agility test	

## Recruitment Methods:

In-house Promotion or Transfer	33%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	0%
Internet	0%
Colleges/Universities	50%
Other (Police Academy)	100%

## LOCAL TRAINING PROVIDED

No training available locally for this occupation.



# RECEPTIONISTS AND INFORMATION CLERKS

**OES CODE: 553050**

**Alternative Title: Secretary**

## Where The Jobs Are

Offices & Clinics of Medical Doctor	20.6%
Local Government	12.6%
Hospitals	9.2%
Offices of other Health Practitioners	8.4%
Legal Services	4.6%
Offices & Clinics of Dentists	4.2%
Machinery, Equipment & Supply	3.4%
Federal Government	2.3%

## DEFINITION

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large

Projected Job Growth Rate: 4.0%

Growth: Slower Than Average

## WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.00	\$ 6.00
New hire, experienced	\$ 5.75 - \$ 9.00	\$ 7.00
3+ yrs experience w/firm	\$ 6.00 - \$11.00	\$ 8.25

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

**Vacancies filled within the last 12 months** were 18 resulting from:

Promotions	22%
Employees Leaving	61%
New Positions	6%
Temporary	11%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

### Fringe Benefits\*

### Employer Pays All For:

	Full Time	Part Time
Medical Insurance	36%	4%
Dental Insurance	32%	4%
Vision Insurance	32%	4%
Life Insurance	32%	4%
Sick Leave	52%	4%
Vacation	68%	12%
Retirement Plan	28%	4%
Child Care	0%	0%
Other	8%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Almost all employees work full-time averaging 40 hours per week. A few employees work part-time averaging 21 hours per week. A few temporary employees average 33 hours per week.

### Gender by percentage of employees represented:

Male 6% Female 94%

### Union Employment:

Firms 8%  
Employees 22%

# RECEPTIONISTS AND INFORMATION CLERKS



## EDUCATION

Minimum level of education firms require:

Less than high school	4%
High school or equivalent	96%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	68%	28%	4%
Record keeping	76%	16%	8%
Working independently	84%	16%	0%
Working under pressure	92%	4%	4%
Add/subtract 2+ digit numbers	79%	21%	0%
Multiply/divide	72%	16%	12%
Compute decimals/fractions	56%	28%	16%
Compute %/discounts/statistics	20%	32%	48%
Geometry/Algebra/Advanced Math	10%	33%	67%
Read/comprehend info in English	92%	8%	0%
Read/comprehend info in Spanish	46%	54%	0%
Write effectively in English	88%	12%	0%
Write effectively in Spanish	33%	50%	17%
Orally communicate in English	92%	8%	0%
Orally communicate in Spanish	46%	54%	0%

## COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills. Many seek applicants with spreadsheet skills. Some seek applicants with custom software or database experience, and a few seek applicants with desktop publishing skills.

## OTHER

*Increasingly important skills reported by employers:* customer service, telephone answering skills, and bookkeeping skills.

*Qualifications/skills in short supply by applicants:* good communication skills, working well under pressure, computer skills, and initiative.

**25 Firms Responding**  
**107 Jobs Represented**

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	36%	15%	52%
Training can substitute for experience:	64%	36%	N/A

Employers prefer applicants with 6 - 24 months experience.

Employers prefer applicants with 6 - 12 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	32%	Medical/Physical	12%
Aptitude Testing	8%	Police/Background	8%
DMV Printout	26%	Reference check	80%
Other: Fingerprint check			18%

## Recruitment Methods:

In-house Promotion or Transfer	32%
Employee Referrals	68%
Newspaper Ads	88%
Private Employment Agencies	8%
Employment Development Dept.	24%
School, Program Referrals	12%
Union Hall Referrals	0%
Walk-in Applicants	56%
Trade Journals	0%
Internet	4%
Colleges/Universities	4%
Other (word of mouth)	4%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# SHERIFFS AND DEPUTY SHERIFFS

OES CODE: 630320

Alternative Title: None reported

## Where The Jobs Are

Local Gov., Exc Hospital & Education 100%

## DEFINITION

Sheriffs and Deputy Sheriffs enforce law and order in rural or unincorporated districts or serve legal processes of courts. They may patrol courthouse, guard court or grand jury, or escort defendants. Does not include Deputy Sheriffs who spend the majority of time guarding prisoners in county correctional institutions.

## WAGES AND FRINGE BENEFITS

Non-union and Union*	Wages	Median
New hire, no experience	\$ 12.40	N/A
New hire, experienced	\$ 12.40	N/A
3+ yrs experience w/firm	\$ 13.66	N/A

\*All wages reported are Union wages.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Small

Projected Job Growth Rate: 0.0%

Growth: Remain Stable

### Fringe Benefits\*

### Full Time

	Employer Pays All	Share Cost
Medical Insurance	0%	100%
Dental Insurance	100%	0%
Vision Insurance	100%	0%
Life Insurance	0%	100%
Sick Leave	100%	0%
Vacation	100%	0%
Retirement Plan	0%	100%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## SUPPLY AND DEMAND

Employer reported stable demand in this occupation during the last year and reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	No information provided
Moderately Difficult		
Not Difficult		

### Vacancies filled within the last 12 months were

2 resulting from:

Promotions	100%
Employees Leaving	0%
New Positions	0%
Temporary	0%

Responding firm reported promoting to other positions when available. Positions may vary depending on size of firm.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

All employees work full-time averaging 40 hours per week.

### Gender by percentage of employees represented:

Male 94% Female 6%

### Union Employment:

Firms	100%
Employees	100%



# SHERIFFS AND DEPUTY SHERIFFS



## EDUCATION

Minimum level of education firm requires:

Less than high school	0%
High school or equivalent	100%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	0%	100%	0%
Record keeping	0%	100%	0%
Working independently	0%	100%	0%
Working under pressure	0%	100%	0%
Add/subtract 2+ digit numbers	0%	100%	0%
Multiply/divide	0%	100%	0%
Compute decimals/fractions	0%	100%	0%
Compute %/discounts/statistics	0%	100%	0%
Geometry/Algebra/Advanced Math	0%	100%	0%
Read/comprehend info in English	0%	100%	0%
Read/comprehend info in Spanish	0%	100%	0%
Write effectively in English	0%	100%	0%
Write effectively in Spanish	0%	100%	0%
Orally communicate in English	0%	100%	0%
Orally communicate in Spanish	0%	100%	0%

## COMPUTER SKILLS

Employer reported seeking applicants with word processing skills.

## OTHER

*Increasingly important skill reported by employer: supervisory skills.*

*Qualifications/skills in short supply by applicants: attention to safety procedures and occupational standards, and enjoyment of duties.*

**1 Firm Responding**  
**63 Jobs Represented**

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	0%	0%	100%

Training can substitute for experience:	0%	100%	N/A
---	----	------	-----

Employer prefers applicants with 12 months experience.

## OTHER EMPLOYER INFORMATION

Responding employer reported using the following methods to screen applicants for this occupation:

Drug Testing	100%	Medical/Physical	100%
Aptitude Testing	0%	Police/Background	100%
DMV Printout	100%	Reference check	100%
Other: Polygraph, treadmill & credit check			100%

## Recruitment Methods:

In-house Promotion or Transfer	100%
Employee Referrals	0%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%
Other	0%

## LOCAL TRAINING PROVIDED

No local training available locally for this occupation.



# STOCK CLERKS - SALES FLOOR

**OES CODE: 490210**

**Alternative Title: Sales person, and  
Sales Associate**

## Where The Jobs Are

Grocery Stores	46.0%
Department Stores	13.9%
Furniture & Home furnishings Store	7.1%
Misc. General Merchandise Stores	6.6%
Lumber & Other Bldg. Materials	5.7%

## DEFINITION

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

## WAGES AND FRINGE BENEFITS

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large

Projected Job Growth Rate: 2.4%

Growth: Slower Than Average

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$ 6.50	\$ 5.75
New hire, experienced	\$ 5.75 - \$ 9.78	\$ 6.00
3+ yrs experience w/firm	\$ 5.75 - \$14.00	\$ 7.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## SUPPLY AND DEMAND

Most employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

### Fringe Benefits\*

### Employer Shares Cost

	Full Time	Part Time
Medical Insurance	35%	10%
Dental Insurance	25%	10%
Vision Insurance	20%	10%
Life Insurance	25%	10%
Sick Leave	10%	5%
Vacation	15%	5%
Retirement Plan	15%	10%
Child Care	0%	0%
Other	5%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

**Vacancies filled within the last 12 months** were 59 resulting from:

Promotions	19%
Employees Leaving	41%
New Positions	39%
Temporary	2%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

### Employment Type/Hours:

Many employees work full-time averaging 40 hours per week or part-time averaging 23 week. A few employees work seasonal averaging 40 hours per week.

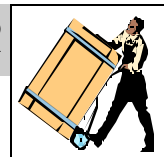
### Gender by percentage of employees represented:

Male 58% Female 42%

### Union Employment:

Firms	5%
Employees	38%

# STOCK CLERKS - SALES FLOOR



**20 Firms Responding**  
**288 Jobs Represented**

## EDUCATION

Minimum level of education most firms require:

Less than high school	40%
High school or equivalent	60%
A. A. degree	0%
Bachelor degree	0%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	35%	45%	20%
Record keeping	35%	45%	20%
Working independently	65%	30%	5%
Working under pressure	50%	25%	25%
Add/subtract 2+ digit numbers	65%	30%	5%
Multiply/divide	58%	37%	5%
Compute decimals/fractions	35%	35%	30%
Compute %/discounts/statistics	25%	30%	45%
Geometry/Algebra/Advanced Math	0%	20%	80%
Read/comprehend info in English	53%	37%	10%
Read/comprehend info in Spanish	30%	45%	25%
Write effectively in English	60%	15%	25%
Write effectively in Spanish	21%	37%	42%
Orally communicate in English	80%	10%	10%
Orally communicate in Spanish	30%	50%	20%

## COMPUTER SKILLS

A few employers reported seeking applicants with word processing, spreadsheet, database and custom software skills.

## OTHER

*Increasingly important skills reported by employers:* customer service, retail sales and math skills.

*Qualifications/skills in short supply by applicants:* initiative, good work ethics, customer service, and accuracy.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	30%	40%	30%
Training can substitute for experience:	67%	33%	N/A

Employers prefer applicants with 6 -12 months experience.

Employers prefer applicants with 6 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	45%	Medical/Physical	15%
Aptitude Testing	16%	Police/Background	20%
DMV Printout	26%	Reference check	70%
Other: Work History			16%

## Recruitment Methods:

In-house Promotion or Transfer	45%
Employee Referrals	85%
Newspaper Ads	30%
Private Employment Agencies	5%
Employment Development Dept.	20%
School, Program Referrals	10%
Union Hall Referrals	0%
Walk-in Applicants	75%
Trade Journals	0%
Internet	5%
Colleges/Universities	0%
Other (word of mouth)	25%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.



# TEACHERS - SECONDARY SCHOOL

**OES CODE: 313080**

**Alternative Title: None reported**

## Where The Jobs Are

Elementary & Secondary Schools 99.8%

## DEFINITION

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

## WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 12.92 - \$ 18.22	\$ 15.51
New hire, experienced	\$ 10.07 - \$ 18.34	\$ 16.10
3+ yrs experience w/firm	\$ 11.03 - \$ 20.14	\$ 16.92

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large  
Projected Job Growth Rate: 11.8%  
Growth: Faster Than Average

### Fringe Benefits\*

### Employer pays all for:

	Full Time	Part Time
Medical Insurance	88%	0%
Dental Insurance	88%	0%
Vision Insurance	88%	0%
Life Insurance	63%	0%
Sick Leave	100%	25%
Vacation	13%	0%
Retirement Plan	63%	13%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## SUPPLY AND DEMAND

Almost all employers reported growing demand in this occupation during the last year and most employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Almost all employees work full-time averaging 37 hours per week. A few employees work part-time averaging 20 hours per week or on a temporary bases, averaging 3 hours per week.

### Gender by percentage of employees represented:

Male 51% Female 49%

### Union Employment:

Firms 88%  
Employees 98%

### Licensing: Credential required. Contact:

California Commission on Teacher Credentialing  
1812 9th Street, P.O. Box 944270, Sacramento,  
CA 94244 (916) 445-7254

**Vacancies filled within the last 12 months were 200 resulting from:**

Promotions	1%
Employees Leaving	19%
New Positions	4%
Temporary	77%

Almost all responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

# TEACHERS - SECONDARY SCHOOL



**8 Firms Responding**  
**670 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	0%
A. A. degree	0%
Bachelor degree	87%
Graduate	13%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	87%	12%	0%
Record keeping	75%	25%	0%
Working independently	100%	0%	0%
Working under pressure	87%	12%	0%
Add/subtract 2+ digit numbers	100%	0%	0%
Multiply/divide	100%	0%	0%
Compute decimals/fractions	100%	0%	0%
Compute %/discounts/statistics	50%	50%	0%
Geometry/Algebra/Advanced Math	50%	50%	0%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	37%	25%	37%
Write effectively in English	87%	12%	0%
Write effectively in Spanish	42%	29%	29%
Orally communicate in English	87%	12%	0%
Orally communicate in Spanish	37%	37%	25%

## COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills. Some employers reported seeking applicants with spreadsheet, database or desktop publishing skills.

## OTHER

*Increasingly important skills reported by employers:* continued education and excellent communication skills.

*Qualifications/skills in short supply by applicants:* one (1) response reported as: "None. Applicants are approved by State and County for qualifications."

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	13%	38%	50%
Training can substitute for experience:	20%	80%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 12 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	50%	Medical/Physical	0%
Aptitude Testing	37%	Police/Background	62%
DMV Printout	60%	Reference check	100%
OTHER: (Fingerprinting)			100%

## Recruitment Methods:

In-house Promotion or Transfer	25%
Employee Referrals	13%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	50%
Colleges/Universities	75%
Other	0%

## LOCAL TRAINING PROVIDED

There is local education/training provided locally. Please call *Imperial Valley College* at (714) 355-6100 or the *Teacher Education Dept* at San Diego State University - Imperial Valley Campus at (714) 768-5512.



# TEACHERS - SPECIAL EDUCATION

**OES CODE: 313110**

**Alternative Title: Resource Specialist Teacher, and Special Day Class Teacher**

## Where The Jobs Are

Elementary and Secondary Schools 99.7%

## DEFINITION

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

## WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 12.47 - \$ 16.35	\$ 15.11
New hire, experienced	\$ 13.42 - \$ 20.62	\$ 16.40
3+ yrs experience w/firm	\$ 14.73 - \$ 22.03	\$ 18.03

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large

Projected Job Growth Rate: 33.3%

Growth: Much Faster Than Average

### Fringe Benefits\*

### Employer Pays All

	Full Time	Part Time
Medical Insurance	93%	0%
Dental Insurance	93%	0%
Vision Insurance	93%	0%
Life Insurance	87%	0%
Sick Leave	100%	0%
Vacation	33%	0%
Retirement Plan	47%	0%
Child Care	0%	0%
Other	7%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## SUPPLY AND DEMAND

Many employers reported growing demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Almost all employees work full-time averaging 36 hours per week. A few employees work part-time averaging 20 hours per week.

### Gender by percentage of employees represented:

Male 23% Female 77%

**Vacancies filled within the last 12 months** were 35 resulting from:

Promotions	0%
Employees Leaving	86%
New Positions	14%
Temporary	0%

Many responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

### Union Employment:

Firms	93%
Employees	97%

### Licensing: Credential required. Contact:

California Commission on Teacher Credentialing  
1812 9th Street, P.O. Box 944270, Sacramento,  
CA 94244 (916) 445-7254



# TEACHERS - SPECIAL EDUCATION



## EDUCATION

Minimum level of education firms require:

Less than high school	0%
High school or equivalent	0%
A. A. degree	0%
Bachelor degree	80%
Graduate	20%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	67%	33%	0%
Record keeping	73%	27%	0%
Working independently	87%	13%	0%
Working under pressure	93%	7%	10%
Add/subtract 2+ digit numbers	80%	20%	0%
Multiply/divide	80%	20%	0%
Compute decimals/fractions	80%	20%	0%
Compute %/discounts/statistics	20%	67%	13%
Geometry/Algebra/Advanced Math	33%	60%	7%
Read/comprehend info in English	100%	0%	0%
Read/comprehend info in Spanish	20%	53%	27%
Write effectively in English	100%	0%	0%
Write effectively in Spanish	21%	50%	29%
Orally communicate in English	100%	0%	0%
Orally communicate in Spanish	27%	53%	20%

### COMPUTER SKILLS

Most employers reported seeking applicants with word processing skills.

### OTHER

*Increasingly important skills reported by employers:* willingness to obtain an advanced degree, and the ability to work well with others.

*Qualifications/skills in short supply by applicants:* good interpersonal skills and teaching experience.

**15 Firms Responding**  
**168 Jobs Represented**

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	13%	20%	67%

Training can substitute for experience:	17%	83%	N/A
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Employers prefer applicants with 6 -12 months experience.

Employers prefer applicants with 6 -12 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	53%	Medical/Physical	23%
Aptitude Testing	29%	Police/Background	80%
DMV Printout	20%	Reference check	100%
Other: Teaching Credential and fingerprints			100%

### Recruitment Methods:

In-house Promotion or Transfer	0%
Employee Referrals	7%
Newspaper Ads	100%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	80%
Colleges/Universities	100%
Other	0%

## LOCAL TRAINING PROVIDED

There is local education/training provided locally. Please call Imperial Valley College at (714) 355-6100 or the Teacher Education Dept at San Diego State University - Imperial Valley Campus at (714) 768-5512.



# TRAFFIC, SHIPPING, AND RECEIVING CLERKS

**OES CODE: 580280**

**Alternative Title: Logistics Team, and Shipping and Receiving clerk**

## Where The Jobs Are

Federal Government	29.9%
Freight Transportation Arrangement	16.4%
Department Stores	13.7%
Machinery, Equipment & Supplies	10.1%
Rental of Railroad Cars	6.3%

## DEFINITION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

## EMPLOYMENT TRENDS

### Occupational Forecast: 1997-2004

(Projection and Planning Information as compiled by the Labor Market Information Division, California Employment Development Department).

Occupation Size: Very Large  
Projected Job Growth Rate: 15.6%  
Growth: Faster Than Average

## SUPPLY AND DEMAND

Almost all employers reported stable demand in this occupation during the last year and almost all employers reported expecting demand to remain stable over the next two years.

### How difficult is it to find applicants?

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		
Not Difficult		X

**Vacancies filled within the last 12 months** were 57 resulting from:

Promotions	5%
Employees Leaving	42%
New Positions	18%
Temporary	35%

Most responding firms report promoting to other positions when available. Positions may vary depending on size of firm.

## WAGES AND FRINGE BENEFITS

Non-union and Union	Range	Median
New hire, no experience	\$ 5.75 - \$ 8.00	\$ 6.75
New hire, experienced	\$ 5.75 - \$ 8.00	\$ 7.00
3+yrs experience w/firm	\$ 6.50 - \$ 15.00	\$ 7.88

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

### Fringe Benefits\*

### Employer pays all for:

	Full Time	Part Time
Medical Insurance	33%	0%
Dental Insurance	25%	0%
Vision Insurance	25%	0%
Life Insurance	42%	8%
Sick Leave	58%	8%
Vacation	50%	8%
Retirement Plan	33%	0%
Child Care	0%	0%
Other	0%	0%

\*Percentage is based on number of employers offering fringe benefits and responding to this question.

## OTHER RELEVANT INFORMATION

### Employment Type/Hours:

Many employees work full-time averaging 41 hours per week or part-time averaging 14 hours per week. A few seasonal employees average 21 hours per week.

### Gender by percentage of employees represented:

Male 72% Female 28%

### Union Employment:

Firms	8%
Employees	2%



# TRAFFIC, SHIPPING, AND RECEIVING CLERKS



**12 Firms Responding**  
**89 Jobs Represented**

## EDUCATION

Minimum level of education firms require:

Less than high school	42%
High school or equivalent	42%
A. A. degree	0%
Bachelor degree	17%
Graduate	0%

## QUALIFICATIONS/SKILLS

**BASIC SKILLS** as reported by percentage of responding employers:

	Very Important	Important	Not Important
Analytical skills	33%	50%	17%
Record keeping	58%	33%	8%
Working independently	67%	25%	9%
Working under pressure	67%	33%	0%
Add/subtract 2+ digit numbers	83%	17%	0%
Multiply/divide	75%	25%	0%
Compute decimals/fractions	50%	17%	33%
Compute %/discounts/statistics	17%	25%	58%
Geometry/Algebra/Advanced Math	0%	8%	92%
Read/comprehend info in English	83%	17%	0%
Read/comprehend info in Spanish	9%	54%	36%
Write effectively in English	83%	17%	0%
Write effectively in Spanish	9%	54%	36%
Orally communicate in English	91%	8%	0%
Orally communicate in Spanish	17%	50%	33%

## COMPUTER SKILLS

Many employers reported seeking applicants with inventory tracking software skills, and a few reported seeking applicants with word processing, spreadsheet and database skills.

## OTHER

*Increasingly important skills reported by employers:* flexibility, on the job safety and math skills.

*Qualifications/skills in short supply by applicants:*

traffic, shipping and receiving procedures, computer skills, ability to speak English, working independently, reliability and good common sense.

## TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

	YES	NO	PREFERRED
Work experience required:	17%	33%	50%
Training can substitute for experience:	75%	25%	N/A

Employers prefer applicants with 6 - 12 months experience.

Employers prefer applicants with 6 - 12 months training.

## OTHER EMPLOYER INFORMATION

Responding employers report using the following methods to screen applicants for this occupation:

Drug Testing	75%	Medical/Physical	17%
Aptitude Testing	8%	Police/Background	25%
DMV Printout	33%	Reference check	67%
Other			0%

## Recruitment Methods:

In-house Promotion or Transfer	75%
Employee Referrals	75%
Newspaper Ads	33%
Private Employment Agencies	0%
Employment Development Dept.	0%
School, Program Referrals	8%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	8%
Colleges/Universities	8%
Other (word of mouth)	33%

## LOCAL TRAINING PROVIDED

There may be local training available for this occupation. Please contact the Training Providers listed in Appendix.

## APPENDIX

**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation: (Title of Occupation and OES Code is entered here).</b>			
(Definition of Occupation per OES definition is entered in this section).			
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If yes,</b> please complete this survey for the occupation described. <b>If no,</b> please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .			
1. What job title(s) does your firm use for <b>these duties</b> ?		Job Title(s): _____	
2. a. How many employees does your firm currently have <b>in this occupation</b> ?		Number of Employees: _____	
b. <b>In this occupation</b> , how many are:		Number of Males: _____	Number of Females: _____
c. <b>In this occupation</b> , how many current employees are there and on average how many weekly hours do they work?			
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____	
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____	
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____	
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____	
3. In your firm, what shifts are available for <b>this occupation</b> ? (check all that apply)		<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired <b>in this occupation</b> within the last 12 months?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		vacancies resulting from promotions within your firm?	
		vacancies resulting from people in permanent positions leaving your firm?	
		new permanent positions resulting from growth?	
		temporary, on call, or seasonal positions?	
5. a. During the last 12 months, did your firm's employment <b>in this occupation</b> : (Check one)		<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment <b>in this occupation</b> to: (Check one)		<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for <b>this occupation</b> , is prior experience in this occupation required? If <b>yes</b> or <b>preferred</b> , how much experience <b>in this occupation</b> is required/preferred? Is experience in other occupations accepted?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ ( months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants <b>for this occupation</b> , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)			
<div style="display: flex; justify-content: space-between; width: 100%;"> <span>Not Difficult</span> <span>1</span> <span>2</span> <span>3</span> <span>4</span> <span>Difficult</span> </div>			
8. If prior experience is <u>not</u> required when you hire applicants <b>for this occupation</b> , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)			
<div style="display: flex; justify-content: space-between; width: 100%;"> <span>Not Difficult</span> <span>1</span> <span>2</span> <span>3</span> <span>4</span> <span>Difficult</span> </div>			

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)	
10. Is technical or vocational training required prior to employment in <b>this occupation</b> ? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)	
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant <b>in this occupation</b> ? (Check one).			
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study			
12. What is the usual income earned by your firm's employees in <b>this occupation</b> at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.	
<ul style="list-style-type: none"> <li>New hires, no experience (trained or untrained):</li> <li>New hires who are experienced:</li> <li>Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____
13. Are the wages for employees <b>in this occupation</b> subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees <b>in this occupation</b> and which best describes who pays for them:			
	<u>Employer Pays All</u> <u>Share Cost</u> <u>Employee Pays All</u> <u>Not Provided</u>		
	FT    PT	FT    PT	FT    PT
Medical Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Dental Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Vision Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Life Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Sick Leave	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Vacation	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Retirement Plan	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Child Care	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
15. a. Does your firm ever promote employees <b>in this occupation</b> to higher level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____	
If yes, what are the titles of the positions to which they may be promoted?		_____	
b. What skills are important for career advancement?		_____	
16. What computer software skills, if any, does your firm seek in applicants <b>for this occupation</b> ? (Please check all that apply)			
Specify software names: <input type="checkbox"/> None			
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____			
_____			
17. What other new skills are needed to perform the duties of this occupation?			
_____			
18. When your firm hires employees <b>for this occupation</b> , which are the top <b>three</b> most successful recruitment methods?			
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____			
_____			
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____	
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No	

**THANK YOU FOR YOUR COOPERATION !**

20. The following is a list of skills that **may** or **may not** be important for job entry in this occupation. Please rank each qualification as follows:

1 Very Important    2 Important    3 Not Important

Qualifications	1	2	3	Qualifications	1	2	3
Analytical Skills				Compute interest or discounts or statistics			
Record Keeping				Compute geometry or algebra or advanced math			
Work Independently				Read & comprehend information in English			
Work Under Pressure				Read & comprehend information in Spanish			
Add or subtract 2 or more digit numbers				Write effectively in English			
Multiply & /divide				Write effectively in Spanish			
Compute decimals & fractions				Communicate orally & comprehend in English			
				Communicate orally & comprehend in Spanish			

21. Considering your most recent hires for this occupation, please note any qualifications employees lack: \_\_\_\_\_

\_\_\_\_\_

22. Does your firm use any of the following to screen applicants in **this occupation**?

Type of screening:	Yes	No	Type of screening:	Yes	No
Drug testing			Reference check		
Medical physicals			Police record background checks		
Reading, math, aptitude testing			Other, please specify:		
DMV checks					

The following questions refer to **all occupations** you employ.

23. What occupations, and how many positions do you expect to hire in the next *12 months*?

Job Title	No. to be hired	Hourly wage	Full Time	Part Time
1.				
2.				
3.				
4.				
5.				

24. Please specify any occupations for which you have difficulty finding qualified applicants: \_\_\_\_\_

25. Would you consider hiring a person through a job-training program? Yes \_\_\_\_\_ NO \_\_\_\_\_

26. Would you like to receive information on the following? Please circle:

*Local Labor Market    Local Resources & Services for Employers    Local Job Training*

## TRAINING PROVIDERS

### Training Provided by:

**Arbor of Imperial County**  
1560 Ocotillo Drive, Suite E  
El Centro, CA 92243  
(760) 353-4544

**American Beauty Academy**  
558 Main Street  
Brawley, CA 92227  
(760) 344-6560

**Campesinos Unidos**  
1005 C Street  
Brawley, CA 92227  
(760) 344-6300

**Center for Employment Training**  
294 S. Third Street  
El Centro, CA 92243  
(760) 337-6565

**Community Catalysts of California**  
1681 Main Street, Suite 216  
El Centro, CA 92243  
(760) 352-8659

### Services Provided:

Job Placement  
Job Readiness  
Job Shadowing  
Work Experience  
Life Management Skills  
Motivation Enhancement  
Youth Programs  
WIA Funded Youth Programs

Cosmetology Instruction  
Cosmetology Instructor Training  
Esthetician Training (skin care)  
Manicuring Instruction

WIA Funded Youth Programs

Account Clerk and Bookkeeping  
Building Maintenance  
Customer Service Representative  
Data Entry  
English as a Second Language (ESL)  
GED  
Migrant and Seasonal Farm Worker Services  
Retail Specialist  
Shipping & Receiving  
Warehouse Operation  
Vocational English as a Second Language (VESL)  
Welding Fabrication

Community Day-Based Program  
Independent Living Skills  
On-the-Job Training  
Services for Persons with Disabilities  
Supported Employment Program  
Supported Living Program  
Work Site Job Coaching

## TRAINING PROVIDERS continued

### Training Provided by:

#### **Desert Oasis High School**

1302 South 3rd Street  
El Centro, CA 92243  
(760) 337-8600

#### **Imperial County Office of Education/ Academic and Employment Services (AES)**

765 Broadway Avenue  
El Centro, CA 92243  
(760) 312-6441

#### **Imperial Valley College**

380 Aten Road  
Imperial, CA 92251  
(760) 352-8320

#### **Imperial Valley Regional Occupational Program**

687 State Street  
El Centro, CA 92243  
(760) 312-6434

#### **Johnson Educational Institute**

732 S. Hope Street  
El Centro, CA 92243  
(760) 353-7492

### Services Provided:

Alternative Education  
Bus Driver Training  
Computer Repair  
English as a Second Language (ESL)  
GED Instruction

WIA Funded Youth Programs

Accounting Technicians  
Automotive Body Repair  
Computer and Information Sciences  
Criminal Justice/Law Enforcement Administration  
Registered Nurse Training

A/C and Heating  
Auto Body and Paint  
Banking and Finance Occupations  
C-Tech Certification  
Careers in Law  
Computer Assisted Drafting  
Computer Design and Animation  
Computer Repair  
Construction and Building Technology  
CPR Training  
Diesel/Farm Implement Mechanics  
Employability Skills  
Landscape Design  
Lifeguard Training  
Manufacturing Cables and Maintenance  
Networking (CISCO Academy)  
Retail Trades  
Singing - Theater Technology  
Television Production  
Truck Driver Training  
Welding  
WIA Funded Youth Programs

Computer Clerical

## TRAINING PROVIDERS continued

### Training Provided by:

### Services Provided:

**Literacy Volunteers of America**

939 Main Street  
El Centro, CA 92243  
(760) 352-8541

Adult Literacy

**Neighborhood House**

506 E. 4th Street  
Calexico, CA 92231  
(760) 357-6875

WIA Funded Youth Programs  
Adult Computer Training  
English as a Second Language (ESL)  
Computer Networking  
Data Processing  
Bookkeeping/Accounting

**Quechan Indian Nation**

Indian Hill Area  
Winterhaven, CA 92283  
(760) 572-2314  
Mail address: P.O. Box 1899  
Yuma, Arizona 85366

On the Job Training  
Higher Education Services  
Vocational Education

**SER, Jobs for Progress**

155 W. Main Street  
El Centro, CA 92243  
(760) 352-8514

GED Instruction for Migrant Farm Workers

**Union Truck Driving School**

200 E. 2nd Street  
Imperial, CA 92251  
(760) 355-1818

Truck Driver Training

**Work Training Center, Inc**

210 Wake Avenue  
El Centro, CA 92243  
(760) 352-6181

Services for Persons with Disabilities  
Services for Persons Over 55  
Multipurpose Senior Services Program  
Linkages Program  
Janitor Training

*Disclaimer: The Employment Development Department (EDD) does not endorse the schools and training providers listed in this report. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.*



## ALPHABETICAL LISTING OF OCCUPATIONS SURVEYED 2001, 2000, & 1999

Listed below are occupations surveyed in 2001, and those surveyed in prior years 2000, and 1999. Occupations are each assigned an OES (Occupational Employment Statistics) number. The OES number serves as a reference number which provides the user a general description of an occupation. The *OES Dictionary* is published by the Bureau of Labor Statistics.

<b>Occupation</b>	<b>OES Code</b>	<b>Year Surveyed</b>
Administrative Assistants	169167997	2000
Automotive Mechanics	853020	2000
Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers	553380	2000
Cashiers	490230	2001
Computer Support Specialists	251040	2000
Cooks - Specialty Fast Food	650320	1999
Correctional Officers and Jailers	630170	1999
Counter and Rental Clerks	490170	2001
Drafters	225140	2000
Electricians	872020	2001
Food Service Managers	150261	1999
General Managers and Top Executives	190050	2001
General Office Clerks	553470	2000
Guards and Watch Guards	630470	2001
Home Health Aides	660110	2001
Hotel Desk Clerks	538080	2000
Human Service Workers	273080	1999
Industrial Truck and Tractor Operator	979470	1999
Janitors and Cleaners - Except Maids and Housekeeping Cleaners	670050	1999
Maids and Housekeeping Cleaners	670020	1999
Maintenance Repairers - General Utility	851320	2000
Manager, Retail Store	185167999	2000
Medical Assistants	660050	2000
Paving, Surfacing, and Tamping Equipment Operators	877080	1999
Pharmacists	325170	2000
Pharmacy Technicians	325180	2001
Plumbers, Pipefitters, and Steamfitters	875020	2001
Police Patrol Officers	630140	1999
Receptionists and Information Clerks	553050	1999
Registered Nurses	325020	2001
Salespersons - Retail (Except Vehicle Sales)	490112	2000
Sales Representatives - Except Scientific and Related Products and Services and Retail	490080	2001
Sheriffs and Deputy Sheriffs	630320	1999
Stock Clerks - Sales Floor	490210	1999
Stock Clerks - Stockroom, Warehouse, Storage Yard	580230	2001
Systems Analysts - Electronic Data Processing	251020	2000
Teachers - Elementary School	313050	2001
Teachers - Secondary School	313080	1999
Teachers - Special Education	313110	1999
Telephone and Cable T.V. Line Installers and Repairers	857020	2001
Tellers	531020	2001
Traffic, Shipping, and Receiving Clerks	580280	1999
Truck Drivers - Heavy or Tractor Trailer	971020	2000
Water and Liquid Waste Treatment Plant and System Operators	950020	2001
Welders and Cutters	939140	2000